

**Lash, Chris (NHTSA)**

**From:** Sandvig, Chris [Chris.Sandvig@vw.com]  
**Sent:** Tuesday, September 01, 2009 7:43 PM  
**To:** Quandt, Jeff (NHTSA); Lash, Chris (NHTSA)  
**Cc:** Bains, Bal  
**Subject:** Request #1  
**Attachments:** WVWBA71F68V [REDACTED] Warranty file.xls; WVWFA71K88W [REDACTED] Field Report.xls;  
 WVWBA71F58V [REDACTED] SI.pdf; WVWBA71F18V [REDACTED] Single Incident.pdf;  
 WVWBA71F18V [REDACTED] Customer Relation.pdf; WVWBA71F88V [REDACTED] SI.pdf;  
 WVWBA71F88V [REDACTED] Customer Relation.pdf; WVWFA71F58V [REDACTED] SI.pdf;  
 WVWFA71F58V [REDACTED] Customer Relation.pdf; WVWBA71F68V [REDACTED] Field Report.xls

Dear Jeff and Chris,

Per your request from our phone conversation on August 25th and today, Volkswagen has identified three complaints alleging a crash. These cases involve VINS: WVWBA71F88V [REDACTED], WVWFA71F58V [REDACTED], and WVWBA71F68V [REDACTED]. Volkswagen notes that the crashes appear to be relatively minor in nature. Volkswagen is also providing four ambiguous complaints alleging a crash in which allegations do not allow Volkswagen to determine if the complaints may or may not be related to the alleged defect in the subject vehicles. The cases involve VINS: WVWBA71F18V [REDACTED], WVWBA71F58V [REDACTED], WVWFA71K88W [REDACTED] and WVWBA71F68V [REDACTED]. Volkswagen notes that these crashes also appear to be relatively minor in nature.

Volkswagen did not identify any reports of injuries or fatalities based on claims against the manufacturer caused by the alleged defect in the subject vehicles.

Regards,

**Christopher T. Sandvig**

General Manager - Compliance/TREAD  
 Service & Quality  
 Volkswagen Group of America, Inc.

Telephone: (248) 754-5563

Fax: (248) 754-5093

e-mail: [chris.sandvig@vw.com](mailto:chris.sandvig@vw.com) <<mailto:chris.sandvig@vw.com>>

This message and all attachments are considered confidential. It is intended for use only by the person to whom it is addressed. If you have received this in error, please notify the sender immediately by e-mail and delete all copies of the message. Thank you for your cooperation.

9/15/2009

## Case 090154696

**Customer:** Ms. [REDACTED]  
**Program:** Customer Relations  
**Status:** 07/20/2009 Closed  
**Source:** Phone  
**Assigned:** Greg Peters (PETERSG)

**Vehicle:** 2008 Volkswagen Eos  
WVWBA71F18V [REDACTED]  
**Production Date:** 1/16/2008  
**Odometer:** 12,200 Miles  
**Wty Start Date:** 04/30/2008  
**Dealer:** Jack Daniels Motors, Inc. (408252)

### Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Vehicle Problem / Engine / Surging	Mechatronic	Not Applicable	Not Applicable

### Contacts

07/20/2009 01:45:51 PETERSG Call To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC advised SM that we are willing to pay for the body repairs as a goodwill gesture. RC asked SM to fax the completed R.O. to CCC along with some photos of the body damage. SM agreed to do so and said he would have his dealership tell the customer the good news. No further action, pending dealer fax.

07/20/2009 08:51:35 PETERSG E-Mail From Product Liaison - Chris Lewis

PL responded by saying that PL will pay for the body repairs. PL asked for the completed R.O. so they can EFT the dealership. PL mentioned that pictures would be welcomed as well. RC to call the dealer.

07/17/2009 02:28:11 PETERSG E-Mail To Product Liaison - Chris Lewis

RC e-mailed the estimate to PL. RC to wait for PL's response.

07/17/2009 01:45:57 WILLIAC2 Assigned To Eastern - CCC

07/17/2009 01:45:33 WILLIAC2 FAX From Dealership Personnel - Pedro @ Jack Daniels Motors, Inc. (408252)

Fax in doc center.

07/16/2009 04:39:31 PETERSG Call To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC asked the SM to fax the estimate to CCC. RC advised we will research with PL once it is received and then call him back with our position. RC to wait for fax.

07/16/2009 04:32:47 PETERSG Voice Mail From Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

SM states he has an estimate and he would like to fax it. (SM states the estimate is \$2,130.00). RC to call the SM.

07/16/2009 02:53:13 FOXK1 Voice Mail To Dealer Service Advisor - Mechelle @ Jack Daniels Motors, Inc. (408252)

LMTRMC. ES/RC wait dealer call.

07/13/2009 04:04:55 PETERSG Call To Dealer Service Advisor - Michelle @ Jack Daniels Motors, Inc. (408252)

SA states she asked the customer to bring her vehicle to the body shop, but she hasn't done that yet. SA states she will give the customer a call to find out whether the customer has a time frame in mind. RC to follow up with the SA again for an update.

07/07/2009 03:06:14 PETERSG Call To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

SM states his SA, Michelle had been working with the customer (as we speak), trying to obtain photos in order to get a rough estimate for body repairs. RC advised that we are actually going to need an "accurate" estimate for the body repairs. SM states he will make sure to call RC when he gets the estimate.



## Contacts

06/24/2009 02:53:54 PETERSG Voice Mail To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC LVMM for the SM, asking him to RMC when he has the body shop estimate. RC to wait for the SM's call.

06/22/2009 03:56:33 PETERSG Call To Owner - Ms. [REDACTED]

RC informed the customer that we will need her to return to 408252 so we can get a repair estimate. RC explained that she may use the SM, Pedro, as her point of contact in coordinating the estimate. RC advised that once we have the estimate, RC will research the matter and then call her back with our position. RC to follow up in a day or so to ensure the dealer was able to coordinate an inspection.

06/22/2009 03:54:55 PETERSG Voice Mail To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC LVMM for the SM, letting him know that we will need to get the customer back in for a repair estimate on the body damage. RC advised that RC will call the customer and will let her know to use the SM as her point of contact in coordinating the inspection. RC to call the customer.

06/22/2009 03:46:30 PETERSG Call From Product Liaison - Chris Lewis

PL agreed that we should have the customer return to the dealer so we can obtain a proper repair estimate for the body damage.

06/22/2009 03:38:49 PETERSG Call To Owner - Ms. [REDACTED]

(RC sees in the previous note that it appears the customer seems to think we are avoiding her). RC called the customer to explain that RC has no problem speaking with her. RC explained that we wanted to do some leg work so that we had something to discuss, as we know what it is that she is claiming and we know she would like us to pay for the body repairs. RC provided a status update on the research performed so far and let her know that we will call her back with direction by Wednesday at the latest. Customer said she will be pretty busy tomorrow (Tuesday), so Wednesday would be better to have lengthy conversations if needed. RC to wait for PL's response.

06/22/2009 03:31:33 JONESTR Assigned To Eastern - unassigned

Customer requesting not to be contacted on Tuesday, please call on Wednesday. Wait level 2.

06/22/2009 03:27:43 JONESTR Return To Owner - [REDACTED]

CO advised customer at this time concerns and request will be looked into, and customer will receive a follow-up call on Tuesday 06/23/09 to advise of next course of action. Customer states that what the problem is with VW, no one at the dealer wants to talk about the concern, and now same treatment except for CO. Customer states actually this has been going on for 3 weeks now because she never get a day off and she takes care of her sister with cancer and this is the only day she can pursue this issue. Customer states there is no way she can answer any calls or speak with anyone on tomorrow, because of the tight schedule. Customer states please have Rep. call on Wednesday 06/24/09. CO apologized for concern and advised records will reflect call back on Wednesday. CO to escalate case.

06/22/2009 03:20:32 PETERSG Call To Dealer Service Mgr - Pedro Martin 201-376-7206 @ Jack Daniels Motors

SM states he reviewed this with his FOM, Rick Barke, who confirmed this should be an insurance matter. SM states he thinks there is about \$1500-\$2000 worth of body damage but she will need to be brought back in to 408252 so they can work up a proper repair estimate with one of their local body shops. RC advised that we are researching this with PL and RC will call him back with PL's position.

06/22/2009 03:20:17 PETERSG Voice Mail To Product Liaison - Chris Lewis

RC LVMM for PL, explaining the customer's allegations and asked for direction. RC to wait for PL's response.

06/22/2009 03:17:35 JONESTR Return To Owner - [REDACTED]

## Contacts

06/22/2009 03:16:31 PETERSG Call From Associate - Traci Jones

RC advised that VW will research her request for cost assistance on the body repairs and call her back tomorrow with our response. RC to call PL.

06/22/2009 03:14:42 JONESTR Call To Level 2 / Exec - Greg

CO spoke with RC/Greg advised of previous notes. RC states to inform customer request will be looked into and customer will receive a follow-up call tomorrow. CO inquired if RC wanted to speak with customer as escalation process show call should be transferred live. RC states advising CO of what to tell customer. CO to return to owner.

06/22/2009 03:04:29 JONESTR Call From Owner - [REDACTED]

Customer states: 2nd VW, maintained at dealer 408252. Customer states vehicle was having a terrible surging concern, with the vehicle jumping forward. Customer states took the vehicle in for diagnosis to dealer 408252 DP experienced the concerns was advised the mechatronic needs to be replaced, but it will take 6-8 weeks to get the part. Customer states asked if it was safe to drive the vehicle, and customer was informed yes. Customer states while arriving to work before part came in while attempting to park the vehicle surged forward and customer hit the lamp post. Customer states called dealer 408252 to advise of the concern and she was informed to contact CCC, also within 3 days of her call the part was available for repairs within the next three days. Customer states now she is being advised to contact her insurance company for body repairs, but feels since a VW part caused the surging and dealer 408252 advised customer she can continue to drive she is seeking VW to cover repairs, customer states she was not injured but very scared. CO advised all information has been documented, and call will be transferred to Rep. that will be able to look into customer concerns. CO to call level 2.

## Case 090095128

**Customer:** Mr. [REDACTED]  
**Program:** Customer Relations  
**Status:** 05/27/2009 Closed  
**Source:** Phone  
**Assigned:** Melinda Prentice (PRENTIM)

**Vehicle:** 2008 Volkswagen Eos  
WVWFA71F58V [REDACTED]  
**Production Date:** 1/11/2008  
**Odometer:** 9,000 Miles  
**Wty Start Date:** 02/25/2008  
**Dealer:** West Houston Volkswagen (425047)

### Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Dealer / Service / Dealer Opted Not to Assist		Not Applicable	Not Applicable
Vehicle Problem / Transmission / Hesitation	Generator	Goodwill C.R.	Full Assistance

### Contacts

05/27/2009 03:38:13 FOXK1 Assigned To Southern - PRENTIM

PL generating EFT. No further action.

05/27/2009 03:24:25 CAMILOM Assigned To Volkswagen - ccc

05/27/2009 03:23:58 CAMILOM Note To User - ccc

Email photo attachments in doc center.

05/27/2009 03:23:46 CAMILOM E-Mail From Owner - [REDACTED]

From: [REDACTED]  
To: [REDACTED]  
Sent: Monday, April 27, 2009 1:31:25 PM  
Subject: pictures of eos

05/26/2009 02:55:41 PRENTIM E-Mail From Product Liaison - Chris Lewis

This completes my file. An EFT is in process for the dealer. No further action.

05/26/2009 01:30:14 PRENTIM E-Mail To Product Liaison - Chris Lewis

RC forwarded pictures of customer's vehicle to PL. No further action from CCC. (PL to reimburse Dealer.)

05/26/2009 01:29:03 PRENTIM E-Mail From Dealer Service Mgr - James Rushing @ West Houston Volkswagen

RC received photos of customer's vehicle. RC to forward to PL to complete documentation necessary for dealer reimbursement.

05/22/2009 11:50:45 PETERSG Voice Mail To Dealer Service Mgr - James @ West Houston Volkswagen (4250

RC LVMM for the SM, letting him know that we still need photos. RC provided e-mail address for the photos. RC to wait for photos.

05/22/2009 11:45:19 PETERSG E-Mail To Product Liaison - Chris Lewis

RC forwarded the dealer's R.O. to PL for processing of the dealer's reimbursement. RC to call the dealer and again ask for photos.

05/22/2009 10:58:23 CAMILOM Assigned To Southern - ccc

## Contacts

05/22/2009 10:57:50 CAMILOM FAX From Dealership Personnel - Laura Kydd @ West Houston Volkswagen (42

Fax in doc center.

05/04/2009 05:40:32 BALDWIA Call From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (4

Service Manager advised calling regarding concern; seeking to know how to submit the claim. RCM advised for Service Manager to fax the Repair Order and rental receipt to CCC and we would reimburse dealer via EFT; provided fax number and reference number. CO to review and close pending dealer fax.

04/29/2009 08:09:44 PRENTIM Note To User - CCC

RC has not heard from DLR after voicemail left authorizing repairs and rental. No further action pending call from dealer.

04/28/2009 12:03:56 PRENTIM Call To Spouse - Ms. [REDACTED]

RC advised that VW has authorized repairs and a rental for the time the vehicle is in the body shop. RC advised VW is going to pay dealer to complete body repairs. Customer concerned that this will occur again. RC advised Dealer has repaired vehicle and if she experiences any further issues, she should call CCC. Customer happy with decision and will follow up with Dealer later today. RC to wait Dealer call.

04/28/2009 10:52:15 PRENTIM Voice Mail For Dealer Service Mgr - James @ West Houston Volkswagen (4250

RC advised PL has authorized repairs to vehicle based on estimate Dealer provided. RC advised pictures are still needed in order to reimburse dealer once repairs are done. PL also authorized rental during the time the vehicle is in the body shop. RC left direct extension to discuss further. (Internal: RC will ask Dealer to fax completed Repair Order and rental receipt to RC and will remind Dealer to send pictures of damage.) RC to call owner.

04/28/2009 10:46:53 PRENTIM E-Mail From Product Liaison - Chris Lewis

We will need pictures of the damage for our files but the dealer can proceed with repairs. I will cover rental expense for the time the vehicle is in the body shop. RC to call dealer.

04/27/2009 05:29:22 HOWARDB Return To Spouse - Ms. [REDACTED]

CA advised the Customer that the RC is assisting another Customer. CA advised the Customer that the RC left a message today that we are waiting for some additional information from the Dealer to research for assistance. CA advised the Customer that she will be contacted with an update before close of business on 04/28/09. RC to wait for e-mail from Dealer.

04/27/2009 05:26:34 PETERSG Call From Associate - Brent Howard

CO states the customer is seeking an update. RC advised that we just left her a voicemail less than two hours ago, letting her know that while we are interested in cost assistance, we haven't come to a final conclusion. CO agreed to inform the customer that we are still researching the customer's request and will work to get another update for her before the close of business tomorrow.

04/27/2009 05:24:20 HOWARDB Return Call From Spouse - Ms. [REDACTED]

Customer called seeking an update on her file. CA placed the Customer on hold to contact level 2.

04/27/2009 03:55:10 PRENTIM FAX To Product Liaison - Chris Lewis

RC forwarded Repair Order and estimate for body damage to PL. RC inquired if pictures are still necessary.

04/27/2009 03:45:36 PRENTIM Voice Mail For Spouse - [REDACTED]

RC advised still looking into request for repair assistance. RC advised waiting for pictures from Dealer to review with PL but that VW is looking to assist in some manner. Wait Dealer email.

04/27/2009 03:36:30 PRENTIM Assigned To Southern - PRENTIM

Repair order and estimate are both in doc center. RC to wait for dealer email with pictures to forward to PL. Call customer with an update.

## Contacts

04/27/2009 03:07:09 MARASHS Assigned To Southern - ccc

04/27/2009 03:05:38 MARASHS FAX From Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
Fax in Doc Center.

04/27/2009 02:05:26 PRENTIM Call To Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
Service Manager faxed estimate to RC as RC was on the phone. Service Manager waiting for pictures from his Service Advisor. RC provided RC email address of melinda.prentice@vw.com for pictures. RC to wait documents from Dealer.

04/22/2009 04:25:56 FOXK1 Voice Mail With Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
LVMM noting we received the warranty repair order fax, but not the estimate and pictures. ES wait for dealer email.

04/22/2009 04:25:18 FOXK1 E-Mail To Product Liaison - Chris Lewis  
Here is the repair order for the customer, reference 90095128. We have yet to receive the pictures and body shop estimate.

04/22/2009 03:49:37 WILLIAC2 Assigned To Southern - CCC

04/22/2009 03:49:30 WILLIAC2 FAX From Dealership Personnel - Ms Kydd @ West Houston Volkswagen (425047)

04/21/2009 02:16:57 FOXK1 Return Call From Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
ES advised of need to have the repair order for the valve body, estimate, and pictures. Service advised he will fax that and will get us the pictures in the morning, his cel is [REDACTED] ES wait for fax.

04/21/2009 11:12:05 FOXK1 Voice Mail To Spouse - Ms. [REDACTED]  
ES LVMM noting our message to the dealer for the estimate and pictures. ES wait dealer call.

04/21/2009 11:10:07 FOXK1 Voice Mail To Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
LMTRMC. ES call customer.

04/21/2009 11:05:47 FOXK1 Call From Product Liaison - Chris  
PL advised they need photos and a repair order estimating the cost of the exterior repairs, that is along as it is in reason they will pay for the damage and a rental to correct. ES advised will get this information. ES call dealer.

04/20/2009 05:02:15 FOXK1 Call To Spouse - Ms [REDACTED]  
ES advised we are researching her requests, we have sent the information provided by the dealer to our PL group to research, the dealer replaced the valve body and this has corrected the concern, the vehicle is ready, we will have an update by Thursday at the latest. Customer understood, but felt we were maybe waiting on an update to the software. ES advised of not being aware of this. ES wait for PL.

04/20/2009 04:58:36 FOXK1 Voice Mail To Product Liaison - Chris  
ES seeking an update. ES call customer.

04/17/2009 04:48:55 PRENTIM FAX To Product Liaison - Chris Lewis  
RC faxed incident report to PL based on customer and dealer conversation in notes. Wait PL.

## Contacts

04/17/2009 04:48:31 PRENTIM Assigned To Southern - PRENTIM

RC to review with PL.

04/17/2009 04:40:15 ZIEHMEC Assigned To Southern - CCC

Please note customer alleges accident due to hesitation. RC to further research.

04/17/2009 04:12:46 ZIEHMEC Call To Dealer Service Mgr - James @ West Houston Volkswagen (425047)

RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days. RCM to assign to level 2 as this is an alleged accident.

04/17/2009 03:41:44 ZIEHMEC Assigned To RCM - Southern - BALDWIA

Assigned for handling.

04/17/2009 03:32:40 SHEARDA Assigned To RCM - Southern - CCC

Customer states that the vehicle has been to dealer 425047 three to four times for a hesitation concern, and had been advised that the dealership is waiting on a program to address this; Customer states that the vehicle had this concern and hit a basket ball goal and now she is being advise that the concern will not be covered; Customer is seeking to either the vehicles hesitations concern and the damage to the rear of the vehicle to be addressed at no cost to her or she wants us to take this vehicle back and give her the \$5k she put down as a deposit. RCM to evaluate and follow up with customer by Mon., 004/20/2009 on her cell, 281-352-4875. RCM to evaluate.

04/17/2009 03:16:58 SHEARDA Call From Spouse - Ms. [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeremy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty; advised that because of the nature of her concern CO is going to assign this case to a RCM to evaluate; advised that CO is not setting any false expectations and that the RCM will follow up by Mon., 04/20/2009 before the close of business. Customer states they have no vehicle to drive. CO advised of our rental policy and advised customer to contact the dealership for assistance. CO to assign to RCM to evaluate.

Please call w/ P.O.  
To:  
James**Meszaros**  
**MOTOR SPORTS**Complete Automotive Service • Auto Paint • Auto Body  
1110 Upland • Houston, Texas 77043  
(713) 973-1788 Fax (713) 973-0790

02011MMCB44902

CUSTOMER NO. <b>101</b>	ADVISOR <b>DANIEL MORGAN</b>	TAG NO. <b>80 1574</b>	INVOICE DATE <b>08/18/09</b>	INVOICE NO. <b>MMCB44902</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>4,633</b>	COLOR <b>BLACK/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>08 / VOLKSWAGEN / EOS</b>	VEHICLE I.D. NO. <b>W V W B A 7 1 F 8 8 V</b>	DELIVERY DATE	DELIVERY MILES	PRODUCTION DATE
WEST HOUSTON VW-SUBARU.COM	R.T.E. NO. <b>203465486</b>	R.O. NO.	R.O. DATE <b>08/17/09</b>	
RESIDENCE PHONE	TELEPHONE	COMMENTS		
MO: 4633				

LABOR & PARTS	TECH(S):71	75.60
J# 1 96SUZ BODY REPAIR REPAIR PER ESTIMATE	JOB # 1 TOTAL LABOR & PARTS	75.60
J# 2 96SUZ BODY REFINISH REFINISH PER ESTIMATE	TECH(S):65	142.80
	JOB # 2 TOTAL LABOR & PARTS	142.80
G.O.G. & SUPPLIES		
JOB # 2 1.0 PAINT AND MATERIALS @ 95.200 /UNIT	TOTAL - GOG	95.20
		95.20
MISC.....CODE.....DESCRIPTION.....CONTROL NO.....		
JOB # 1 FLEX FLEX ADDITIVE	TOTAL - MISC	12.00
		12.00

TOTALS		
*****	TOTAL LABOR....	218.40
*	TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	95.20
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG.	12.00
*	TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	325.60

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

[ END OF INVOICE ] 11:05am

CUSTOMER COPY

The Reynolds and Reynolds Company, EMMETT, MI 48420  
SPS2200 (2/08/07)



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway  
Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS92487

VWWS92487



01011VWWS92487

CELL: [REDACTED]

CUSTOMER NO. <b>29331</b>	ADVISOR <b>DARDEN TEJEDA</b>	TAB NO. <b>4165</b>	INVOICE DATE <b>08/20/09</b>	INVOICE NO. <b>VWWS92487</b>
[REDACTED]	LABOR RATE <b>89.50</b>	MILEAGE <b>4,466</b>	COLOR <b>BLACK UNI/C</b>	STOCK NO. <b>208043</b>
KATY, TX	YEAR / MAKE / MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>	DELIVERY DATE <b>06/30/08</b>	DELIVERY MILES <b>154</b>	
marycmerten@sbcglobal.net	VEHICLE ID. NO. <b>W V W B A 7 1 F 8 8 V</b>	SELLING DEALER NO. <b>25047</b>	PRODUCTION DATE <b>10/29/07</b>	
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE <b>07/28/09</b>	
[REDACTED]	COMMENTS <b>MO: 4476</b>			

LABOR-----  
J# 1 11VWZ ENGINE MINOR HOURS: 3.50 TECH(S):4195 313.25  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
4195 08/07/09 0.00 3.50 0.00 3.50 ENTERED IN INVOICING  
TOTAL TECH TIME 0.00 3.50

CUSTOMER STATES WHILE SETTING AT A STOP UPON  
ACCELERATION CAR HESITATES AND DOES NOT RESPOND  
DELAY IN RESPONSE TO THE TRANSMISSION  
CAR ALSO JERKS WHILE BACKING AND GOING FORWARD  
CUSTOMER STATES UPON ACCELERATION VEHICLE HESITATES  
PERFORMED TEST DRIVE ,SHIFTS HARSH OPEN VTA 484830 613  
REPLACED MECHTRONICS UNIT REPLACED FILTER,FLUID AND BOLTS  
SET BASIC SETTINGS  
TEST DROVE VEHICLE OK  
DOC FLOW# 1005883774

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CLAIM #----WARRANTY OP. CODES----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
92487A 01320023 0.50 351140 110  
92487A 01210004 0.10  
92487A 01210002 0.10  
92487A 01500000 0.30  
92487A 35111900 2.50

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1 *			02E-325-025-AD-ZCE	MECHATRON.	1155.00	1155.00	1650.00	1650.00
10			N-105-540-02	SCREW	0.35	3.50	0.70	7.00
5			G-052-182-A2	GEAR OIL	13.16	65.80	18.80	94.00
1			02E-321-371-E	GASKET	4.95	4.95	9.90	9.90
1			WMT-001-403	SEAL	0.75	0.75	1.50	1.50
1			02E-305-051-C	FILTER	25.50	25.50	42.50	42.50
COST TOTAL					1255.50			
TOTAL - PARTS								1804.90

JOB# 1 TOTALS-----  
LABOR 313.25  
PARTS 1804.90

JOB# 3 CHARGES-----  
JOB# 1 JOURNAL PREFIX VWWS JOB# 1 TOTAL 2118.15

LABOR-----  
J# 3 60VWZ INTERIOR TRIM HOURS: 1.10 TECH(S):4195 98.45  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
4195 08/06/09 0.00 1.10 0.00 1.10 ENTERED IN INVOICING  
TOTAL TECH TIME 0.00 1.10

CUSTOMER STATES LEFT A PILLAR IS LEAKING WATER  
CUSTOMER STATES LEFT A PILLAR IS LEAKING WATER ,VEHICLE  
HAS A LEAK PERFORMED TSB 2015260 REPAIR CHECKED OK

CLAIM #----WARRANTY OP. CODES----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
92487B 61394299 0.10 613950 110  
92487B 01320026 1.00





# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS92487

VWWS92487



0101VWWS92487

CELL: [REDACTED]

CUSTOMER NO. <b>29331</b>	ADVISOR <b>DARDEN TEJEDA</b>	TAG NO. <b>4165 3680</b>	INVOICE DATE <b>08/20/09</b>	INVOICE NO. <b>VWWS92487</b>
[REDACTED] <b>KATY, TX</b>	LABOR RATE <b>89.50</b>	LICENSE NO. [REDACTED]	MILEAGE <b>4,466</b>	COLOR <b>BLACK UNI/C</b>
	YEAR/MAKE/MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>		DELIVERY DATE <b>06/30/08</b>	DELIVERY MILES <b>154</b>
	VEHICLE NO. <b>W V W B A 7 1 F 8 8 V</b>		SELLING DEALER NO. <b>25047</b>	PRODUCTION DATE <b>10/29/07</b>
	R.T.E. NO.	R.D. NO.	R.S. DATE <b>07/28/09</b>	
marycmerten@sbcglobal.net			MO: 4476	

JOB# 3 TOTALS-----LABOR 98.45

JOB# 3 JOURNAL PREFIX VWWS JOB# 3 TOTAL 98.45

JOB# 4 CHARGES-----

LABOR-----  
J# 4 60VWZ01 INT TRIM CONCERN HOURS: TECH(S):4195 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4195	08/11/09	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES RIGHT SIDE A PILLARD IS LEAKING WATER  
SEE LINE 3

JOB# 5 CHARGES-----

LABOR-----  
J# 5+70VWZ03 RENTAL HOURS: TECH(S):4195 0.00

Added Operation (DARDENT @ 07/28/2009 13:50)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4195	08/18/09	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

RENTAL

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
92487C 0SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
8631 926846933 08/18/09 BUDGET 926846933 TOTAL - SUBLET 630.07

JOB# 5 TOTALS-----SUBLET 630.07

JOB# 5 JOURNAL PREFIX VWWS JOB# 5 TOTAL 630.07

JOB# 6 CHARGES-----

LABOR-----  
J# 6+61VWZ EXTERIOR TRIM HOURS: TECH(S):4195 0.00

Added Operation (DARDENT @ 08/14/2009 11:59)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4195	08/18/09	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES REAR BUMPER DAMAGE DO TO HESITATION WHILE  
BACKINGSUBLET CAR TO BODY SHOP, REPLACED REAR BUMPER PER  
CUSTOMER RELATIONS FAX PAPER WORK TO CHRIS LEWIS  
FOR PAYMENT LINE 6 BODY WORK 201-894-5498 PER  
MINDY PRENTICE 248-754-3558

CLAIM # 92487D

Dealer Code: 425047



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS92487

VWWS92487



01011VWWS92487

CELL: 713-628-0620

CUSTOMER NO. <b>29331</b>	ADV/SOR <b>DARDEN TEJERA</b>	TAG NO. <b>4165</b>	INVOICE DATE <b>08/20/09</b>	INVOICE NO. <b>VWWS92487</b>
	LABOR RATE <b>89.50</b>	MILEAGE <b>4,466</b>	COLOR <b>BLACK UNI/C</b>	STOCK NO. <b>208043</b>
	<b>08/VOLKSWAGEN/EOS/CONV</b>		<b>06/30/08</b>	<b>154</b>
	VEHICLE ID. NO. <b>W V W B A 7 1 F 8 8 V</b>		SELLING DEALER NO. <b>25047</b>	PRODUCTION DATE <b>10/29/07</b>
	P.T.E. NO.		R.O. DATE <b>07/28/09</b>	
marycmerten@sbcglobal.net				
DOCUMENTS				
NO: 4476				

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1		100-807-417-K	COVER	315.00	315.00	525.00
COST TOTAL						315.00	
TOTAL - PARTS							525.00
SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION		
	8630	44902		08/18/09	MESZAROS PAINT AND BODY		325.60
TOTAL - SUBLET							325.60
JOB# 6 TOTALS							
						PARTS	525.00
						SUBLET	325.60
JOB# 6 JOURNAL PREFIX VWWS						JOB# 6 TOTAL	850.60

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

COMMENTS  
DROP OFF

R/O TAX 0.00  
R/O TOTALS 3697.27

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
92487A	313.25	1804.90	0.00	0.00	0.00	0.00	0.00	2118.15
92487B	98.45	0.00	0.00	0.00	0.00	0.00	0.00	98.45
92487C	0.00	0.00	630.07	0.00	0.00	0.00	0.00	630.07
92487D	0.00	525.00	325.60	0.00	0.00	0.00	0.00	850.60
CLAIM TOTALS	411.70	2329.90	955.67	0.00	0.00	0.00	0.00	3697.27

APPROVED BY SIGNATURE

17113 KATY FREEWAY  
HOUSTON, TX 77094  
281-675-8600  
FAX- 281-675-8257

**WEST HOUSTON  
VOLKSWAGEN**

# Fax

**To:** CHRIS LEWIS

**From:** LAURA KYDD

**Fax:** 201-894-5498

**Pages:**

**Phone:**

**Date:** 8/21/2009

**Re:** BUMPER REPAIR

**CC:**

☐ **Urgent**    ☐ **For Review**    ☐ **Please Comment**    ☐ **Please Reply**    ☐ **Please Recycle**

● **Comments:** PLEASE REVIEW FOR PAYMENT

West Houston JAMES W. RUSHING  
Service Manager  
Volkswagen



FROM THE OFFICE OF JAMES RUSHING

DATE: 8/11/09

NO. PAGES: 4

RE: [REDACTED] 1605

TO: Mindy Prentice

FAX NO.: 248.754.6504

COMPANY: VW

ATTENTION: Mindy

PHONE NO.:

ITEMS: Here the copy of the  
Body Shop Repair and Repair order.  
If you need anything else let me know.

Thank You And Have A Blessed Day  
James W. Rushing

Service Manager

# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway  
Houston, Texas 77094

MAIN (281) 675-8600 Fax (281) 675-8257

www.westhoustonvw.com

92487



92487

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	MI	OPERATION	OPERATION DESCRIPTION	MO	MI	MI
11VWZ020 00VWZ4CY1 00VWZ5YND	20000 MILE SERVICE OIL/FILTER CHANGE 4C OPC TDI SYNTHETIC	MO	MI	MI	01VWZ035 00VWZ6CYL 00VWZDIE	35000 MILE SERVICE OIL/FILTER CHANGE 6C OPC TDI REG OIL	MO	MI	MI
			172.80					48.00	
			34.40					34.40	
			34.40					34.40	

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/13/09	91975	3842	4165	4069	C	51VWZ 00VWZ27PT	BODY ELECTRICAL 27 POINT INSPECTION
				4069	W	70VWZ03	RENTAL
06/02/09	90497	3506	4165	4069	C	00VWZ27PT	27 POINT INSPECTION
				4069	C	46VWZ	WHEEL/TIRE CONCENT
				4069	C	01VWZ5K2LTOR25	SK SERVICE 2 0/2 51

SALESPERSON NO. 4142 KATHY L SCOTT

SERVICE

STATE REG# TX

VEHICLE NO. <b>WWWBA71E88V</b>	YEAR/MAX/MODEL <b>08/VOLKSWAGEN/EO5/CONV</b>	PRODUCTION DATE <b>10/29/07</b>	STOCK NO. <b>208043</b>	LICENSE NO. <b>92487</b>
CUSTOMER NO. <b>29931</b>	SERVICE CONTRACT	DELIVERY DATE <b>06/30/08</b>	DEALER'S NO. <b>154</b>	REG. DATE <b>07/28/08</b>
COLOR <b>BLACK UNI/CORNSII</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>3680</b>
TURBO <b>Y</b>	AIR COND. <b>Y</b>	FRONT <b>Y</b>	MILEAGE <b>4466</b>	ADVISOR NO. <b>4165</b>
WVZZ	Y	Y	A	ADVISOR <b>DARDEN TRIEDA</b>

HEREBY AUTHORIZE THE REPAIR WORK THEREIN SET FORTH TO BE DONE BY YOU, TOGETHER WITH THE FURNISHING BY YOU OF THE NECESSARY PARTS AND OTHER MATERIAL FOR SUCH REPAIR, AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABLE OR DELAYED AVAILABILITY OF PARTS OR MATERIAL FOR ANY REASON; THAT YOU NEITHER ASSUME OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOUR LIABILITY IN CONNECTION WITH SUCH REPAIR; THAT YOU SHALL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE TO THE ABOVE VEHICLE, OR ARTICLES LEFT THEREIN, IN CASE OF THEFT, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL; THAT AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON; THAT YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSES OF TESTING AND/OR INSPECTING SUCH VEHICLE.

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEXAS BUSINESS AND COMMERCE CODE IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED, BECAUSE OF INSUFFICIENT FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT, OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

RADIO CODE **J 1524** IMMOBIL CODE **J VWZ527G2182048**

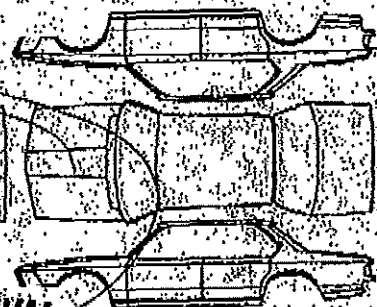
ORIGINAL CUSTOMER ESTIMATE TOTAL  
0.00

COMMENTS  
DROP OFF

ENGINE MINOR  
CUSTOMER STATES WHILE SETTING AT A STOP UPON ACCELERATION CAR HESITATES AND DOES NOT RESPOND DELAY IN RESPONSE TO THE TRANSMISSION. CAR ALSO JERKS WHILE BACKING AND GOING FORWARD.

PERFORM FREE 27 POINT INSPECTION  
ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY.

BACK ORDERED PARTS  
YOU WILL BE NOTIFIED ON ARRIVAL



MINIMUM DIAGNOSTIC FEE  
[CONTINUED ON NEXT PAGE]

92487

08/10/2009 at 04:07 PM  
18804

Job Number:

MESZAROS MOTOR SPORTS INC.  
Federal ID #:760321478  
WEST HOUSTON SUBARU AND VOLKSWAGEN BODY SHOP  
1110 Upland  
Houston, TX 77043  
(713)973-1788 Fax: (713)973-0790

ESTIMATE OF RECORD

Written By: DANIEL MORGAN 08/06/2009 01:05 PM  
Adjuster:

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED]

Claim #PHONE ESTIMATE  
Policy #  
Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact:

Day:  
Evening:

Inspect  
Location:

Insurance  
Company:

Days to Repair

2008 VW EOS 4-2.0L-T 2D CNVT BLACK Int:

VIN: WVVBA71F28V [REDACTED]

Lic:

TX Exp Date:

Odometer:

Condition: Excellent

Air Conditioning

Cruise Control

Keyless Entry

Body Side Moldings

Power Convertible Top

Fog Lamps

Power Steering

Power Locks

AM Radio

Search/Seek

Anti-Lock Brakes (4)

Head/Curtain Air Bags

Positraction

Automatic Transmission

Rear Defogger

Telescopic Wheel

Alarm

Dual Mirrors

Traction Control

Signal Integrated Mirrors

Power Brakes

Power Mirrors

FM Radio

CD Player

Driver Air Bag

Front Side Impact Air Bag

Cloth Seats

Overdrive

Tilt Wheel

Intermittent Wipers

Message Center

Console/Storage

Stability Control

Clear Coat Paint

Power Windows

Heated Mirrors

Stereo

Auxiliary Audio Connectio

Passenger Air Bag

4 Wheel Disc Brakes

Bucket Seats

Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR BUMPER					
2	Repl	Bumper cover w/reverse sens	1	525.00		1.8	2.4
3		Add for Clear Coat					1.0
4		Add for reverse sens				0.4	
5#		Flex Additive per Bumper	1	12.00			
6#		**** Possible Damage to Inner Components ****	1				

08/10/2009 at 04:07 PM  
18804

Job Number:

ESTIMATE OF RECORD  
2008 VW EOS 4-2.0L-T 2D CNVT BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
7		OTHER CHARGES				
#	E.P.C.		1	12.00		
Subtotals ==>				549.00	2.2	3.4
Parts						
Body Labor			2.2 hrs @ \$	42.00/hr		537.00
Paint Labor			3.4 hrs @ \$	42.00/hr		92.40
Paint Supplies			3.4 hrs @ \$	28.00/hr		142.80
Body Supplies			1.8 hrs @ \$	2.50/hr		95.20
Other Charges						4.50
						12.00
SUBTOTAL						\$ 883.90
Sales Tax			\$ 636.70 @	\$ .2500%		52.53
GRAND TOTAL						\$ 936.43
ADJUSTMENTS:						
Deductible						0.00
CUSTOMER PAY						
INSURANCE PAY						\$ 0.00
						\$ 936.43

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide BR9290, CCC Data Date 07/01/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCV, or USED. Reconditioned parts are described as Recond. Reroxed parts are described as Reroxs. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

## **Lewis, Chris**

---

**From:** Prentice, Melinda  
**Sent:** Friday, August 14, 2009 10:11 AM  
**To:** 'James Rushing'  
**Cc:** Asmussen, Jeff; Lewis, Chris  
**Subject:** RE: [REDACTED]/08 EOS/WWWBA71F88V [REDACTED]

Good morning, all:

Just to close the loop---

I spoke to Chris Lewis with PL this morning and he has agreed to pay for the damage to the bumper.

James:

I left you a voicemail with this information. You can fax the completed Repair Order to Chris at 201-894-5498 once repairs are completed for EFT reimbursement. Let me know if you would like to give the customer the good news.

Thanks, everyone!!!

**Mindy Prentice**  
Regional Consultant  
Volkswagen Customer CARE

Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309

Phone: 248-754-3558  
Fax: 248-754-6504  
[Melinda.Prentice@vw.com](mailto:Melinda.Prentice@vw.com)  
<http://www.vw.com>

---

**From:** James Rushing [mailto:jwrushing@westhoustonvw-subaru.com]  
**Sent:** Monday, August 10, 2009 12:44 PM  
**To:** Prentice, Melinda  
**Subject:** FW: [REDACTED]/08 EOS/WWWBA71F88V [REDACTED]

MRS,PRENTICE

These are the picture of mrs merten eos she stated that she  
Was going to backup the car hesitated and the went in reverse  
Quickly and they hit a pole.they are asking for the bumper to be repaired.  
If you have anymore questions please call me at 281-684-7217  
Thanks  
James w rushing

---

**From:** James Rushing [mailto:jwrushing@westhoustonvw-subaru.com]  
**Sent:** Monday, August 03, 2009 3:15 PM  
**To:** 'Asmussen, Jeff'  
**Subject:** [REDACTED]/08 EOS/WWWBA71F88V [REDACTED]

---



JEFF

This is the eos information I spoke with you about  
This lady has contacted customer care I told them  
About the situation that they where asking for help  
And that you and I were talking about the body damage  
If you have any question are need anything else let me no.  
James w rushing

G 3, 2009 R/O CLOSE OUT Store 01 SERVC01 PORT 5023 3651

```
-----
|X. R/O NO. 92487 TYPE SERVICE |11. ADVISOR 4165 |
|-----|12. DATE IN 07/28/2009|
|1. C[REDACTED]STOMER [REDACTED] |13. TIME IN 07:32am |
| [REDACTED] |14. DATE PR 07/28/2009|
| KATY TX [REDACTED] |15. TIME PR 07:00pm |
| PHONE(B) [REDACTED] |16. TAG NO. 3680 |
|-----|17. MI I/O 4466/ |
|2. SERIAL# WVVBA71F88V [REDACTED] PROD DT 10/29/2007|18. PO NO. |
| LICENSE# [REDACTED] STK#208043 DEL 06/30/2008|19. COMMENTS Y |
| DESC. VW EOS BLACK UNI CORNSILK BEIGE 08 |20. RECOMMEN |
|-----|21. JRNL PFX PICKUP|
|3. JOBS (J#) 1 2 3 4 5 |22. |
| STATUS -----|
|4. LABOR 0.00 0.00 0.00 |
|5. PARTS 0.00 0.00 0.00 |
|6. SUBLET 0.00 0.00 0.00 |
|7. G.O.G. 0.00 0.00 0.00 |
|8. MISC 0.00 0.00 0.00 |
|9. TAX 0.00 0.00 0.00 |
|10. EST $ [ 0.00] TOTALS [C] 0.00 [W] 0.00 [I] 0.00 |
|-----
```

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA

## **Lewis, Chris**

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:26 PM  
**To:** Lewis, Chris  
**Subject:** FW: [REDACTED]/08 EOS/WWWBA71F88V [REDACTED]  
**Attachments:** JEFF 001.jpg; JEFF 002.jpg; JEFF 003.jpg; JEFF 004.jpg; JEFF 005.jpg

Chris:

I faxed you an incident report on this. DSG failure caused an accident.

Thanks,

**Mindy Prentice**  
Regional Consultant  
Volkswagen Customer CARE

Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309

Phone: 248-754-3558  
Fax: 248-754-6504  
[Melinda.Prentice@vw.com](mailto:Melinda.Prentice@vw.com)  
<http://www.vw.com>

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:13 PM  
**To:** 'jwrushing@westhoustonvw-subaru.com'; Asmussen, Jeff  
**Cc:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** FW: [REDACTED]/08 EOS/WWWBA71F88V [REDACTED]

---

**Hi everyone:**

**Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review.**

**In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.**

**Thanks!**

**Mindy Prentice**  
Regional Consultant  
Volkswagen of America, Customer CARE  
Phone: 248-754-3558  
Fax: 248-754-6504

**From:** Asmussen, Jeff  
**Sent:** Wednesday, August 05, 2009 3:09 PM  
**To:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** Fw: MERTEN/08 EOS/WWWBA71F88V025082

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liason too sionce customer wants reimbursement for damages.

**From:** James Rushing <jwrushing@westhoustonvw-subaru.com>  
**To:** Asmussen, Jeff  
**Sent:** Mon Aug 03 16:14:54 2009  
**Subject:** [REDACTED]/08 EOS/WVWBA71F88V [REDACTED]

JEFF

This is the eos information I spoke with you about  
This lady has contacted customer care I told them  
About the situation that they where asking for help  
And that you and I were talking about the body damage  
If you have any question are need anything else let me no.  
James w rushing

G 3, 2009 R/O CLOSE OUT Store 01 SERVC01 PORT 5023 3651

```
-----
| X. R/O NO. 92487 TYPE SERVICE | 11. ADVISOR 4165 |
|-----| 12. DATE IN 07/28/2009|
| 1. CUSTOMER [REDACTED] | 13. TIME IN 07:32am |
| [REDACTED] | 14. DATE PR 07/28/2009|
| KATY TX [REDACTED] | 15. TIME PR 07:00pm |
| PHONE(B) [REDACTED] | 16. TAG NO. 3680 |
|-----| 17. MI I/O 4466/ |
| 2. SERIAL# WVWBA71F88V [REDACTED] PROD DT 10/29/2007| 18. PO NO. |
| LICENSE# [REDACTED] STK#208043 DEL 06/30/2008| 19. COMMENTS Y |
| DESC. VW EOS BLACK UNI CORNSILK BEIGE 08 | 20. RECOMMEN |
|-----| 21. JRNL PFX PICKUP|
| 3. JOBS (J#) 1 2 3 4 5 | 22. |
| STATUS |-----|
| 4. LABOR 0.00 0.00 0.00 |
| 5. PARTS 0.00 0.00 0.00 |
| 6. SUBLET 0.00 0.00 0.00 |
| 7. G.O.G. 0.00 0.00 0.00 |
| 8. MISC 0.00 0.00 0.00 |
| 9. TAX 0.00 0.00 0.00 |
| 10. EST $ [ 0.00] TOTALS [C] 0.00 [W] 0.00 [I] 0.00 |
|-----|
```

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA



**Fax**

Bob Cameron  
PL/EC

Melinda Prentice From  
Volkswagen Customer CARE Department  
(248) 754-3558 Phone  
248-754-6504 Fax  
Melinda.Prentice@vw.com E-mail

8/6/09 Date  
1 Total Pages

**Memo**

Subject: VW Vehicle Incident Report

VIN: WWWWBA71F88 [REDACTED]  
Reference Number: 090191724

Volkswagen of America, Inc.  
Customer CARE  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +800-822-8987

Ms. [REDACTED]  
[REDACTED]  
Katy, TX August 6, 2009 USA

Home: [REDACTED]  
Business: [REDACTED]

The customer is claiming that the failure of their DSG transmission caused him to roll backwards into something and caused damage to his vehicle. Our department contacted the dealer to follow up on the Mechatronic unit and was advised that the mechatronic unit is supposed to be in next week. The customer is in a loaner vehicle at this time; customer was told the mechatronic unit can take 4-6 weeks to arrive. RCM asked if Service Manager if he was able to experience the complaint that customer described caused the rear bumper damage. Service Manager advised that he can see the concern happening as Customer described; there is a bad hesitation and surging back and forth.

The Dealer engaged the FOM who forwarded pictures and an email to CARE. I have requested repair orders to show any documentation for this complaint as well as an estimate for body repairs. I will forward the pictures to you via email.

Please advise.

Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Bob Arturi - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)



## Facsimile Transmission

To: Chris Lewis  
Location: Product Liaison  
Fax: 201-894-5498

Melinda Prentice      Name  
Southern Regional Consultant      Title  
Volkswagen Customer CARE      Department  
248-754-3558      Phone  
248-754-6504      Fax  
<http://www.vw.com>      E-Mail

8/6/09      Date

2      Total Pages

Re: Incident Report 90191724

Chris,

Please find attached report. Email pictures to follow.

Thanks,  
Mindy Prentice  
VWOA-Customer Care

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48328  
Tel. +1 248 754 5000  
[www.vw.com](http://www.vw.com)

**CONFIDENTIALITY NOTICE:** THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION WHICH IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE (YOU MAY CALL COLLECT), AND RETURN THE ORIGINAL MESSAGE TO THE SENDER BY U.S. POSTAL SERVICE. YOU WILL BE REIMBURSED FOR POSTAGE. THANK YOU.

**Lewis, Chris**

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:26 PM  
**To:** Lewis, Chris  
**Subject:** FW: [REDACTED]/08 EOS/WWVBA71F88V [REDACTED]  
**Attachments:** JEFF 001.jpg; JEFF 002.jpg; JEFF 003.jpg; JEFF 004.jpg; JEFF 005.jpg

Chris:

I faxed you an incident report on this. DSG failure caused an accident.

Thanks,

**Mindy Prentice**  
Regional Consultant  
Volkswagen Customer CARE

Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309

Phone: 248-754-3558  
Fax: 248-754-6504  
[Melinda.Prentice@vw.com](mailto:Melinda.Prentice@vw.com)  
<http://www.vw.com>

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:13 PM  
**To:** 'jwrushing@westhoustonvw-subaru.com'; Asmussen, Jeff  
**Cc:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** FW: [REDACTED]/08 EOS/WWVBA71F88V [REDACTED]

**Hi everyone:**

**Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review.**

**In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.**

**Thanks!**

**Mindy Prentice**  
**Regional Consultant**  
**Volkswagen of America, Customer CARE**  
**Phone: 248-754-3558**  
**Fax: 248-754-6504**

**From:** Asmussen, Jeff  
**Sent:** Wednesday, August 05, 2009 3:09 PM  
**To:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** Fw: MERTEN/08 EOS/WWVBA71F88V025082

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liason too sionce customer wants reimbursement for damages.

---

**From:** James Rushing <jwrushing@westhoustonvw-subaru.com>

**To:** Asmussen, Jeff

**Sent:** Mon Aug 03 16:14:54 2009

**Subject:** [REDACTED] N/08 EOS/WVWBA71F88V [REDACTED]

---

JEFF

This is the eos information I spoke with you about  
This lady has contacted customer care I told them  
About the situation that they where asking for help  
And that you and I were talking about the body damage  
If you have any question are need anything else let me no.  
James w rushing

G 3, 2009 R/O CLOSE OUT Store 01 SERVC01 PORT 5023 3651

---

X. R/O NO. 92487	TYPE SERVICE	11. ADVISOR 4165	
-----		12. DATE IN 07/28/2009	
1. CUSTOMER [REDACTED]		13. TIME IN 07:32am	
[REDACTED]		14. DATE PR 07/28/2009	
KATY TX		15. TIME PR 07:00pm	
PHONE(B) [REDACTED]		16. TAG NO. 3680	
-----		17. MI I/O 4466/	
2. SERIAL# WVWBA71F88V [REDACTED]	PROD DT 10/29/2007	18. PO NO.	
LICENSE# [REDACTED]	STK#208043 DEL 06/30/2008	19. COMMENTS Y	
DESC. VW EOS BLACK UNI CORNSILK BEIGE 08	20. RECOMMEN		
-----		21. JRNL PFX PICKUP	
3. JOBS (J#) 1 2 3 4 5	22.		
STATUS	-----		
4. LABOR	0.00 0.00 0.00		
5. PARTS	0.00 0.00 0.00		
6. SUBLET	0.00 0.00 0.00		
7. G.O.G.	0.00 0.00 0.00		
8. MISC	0.00 0.00 0.00		
9. TAX	0.00 0.00 0.00		
10. EST \$ [ 0.00]	TOTALS [C] 0.00 [W] 0.00 [I] 0.00		

---

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA







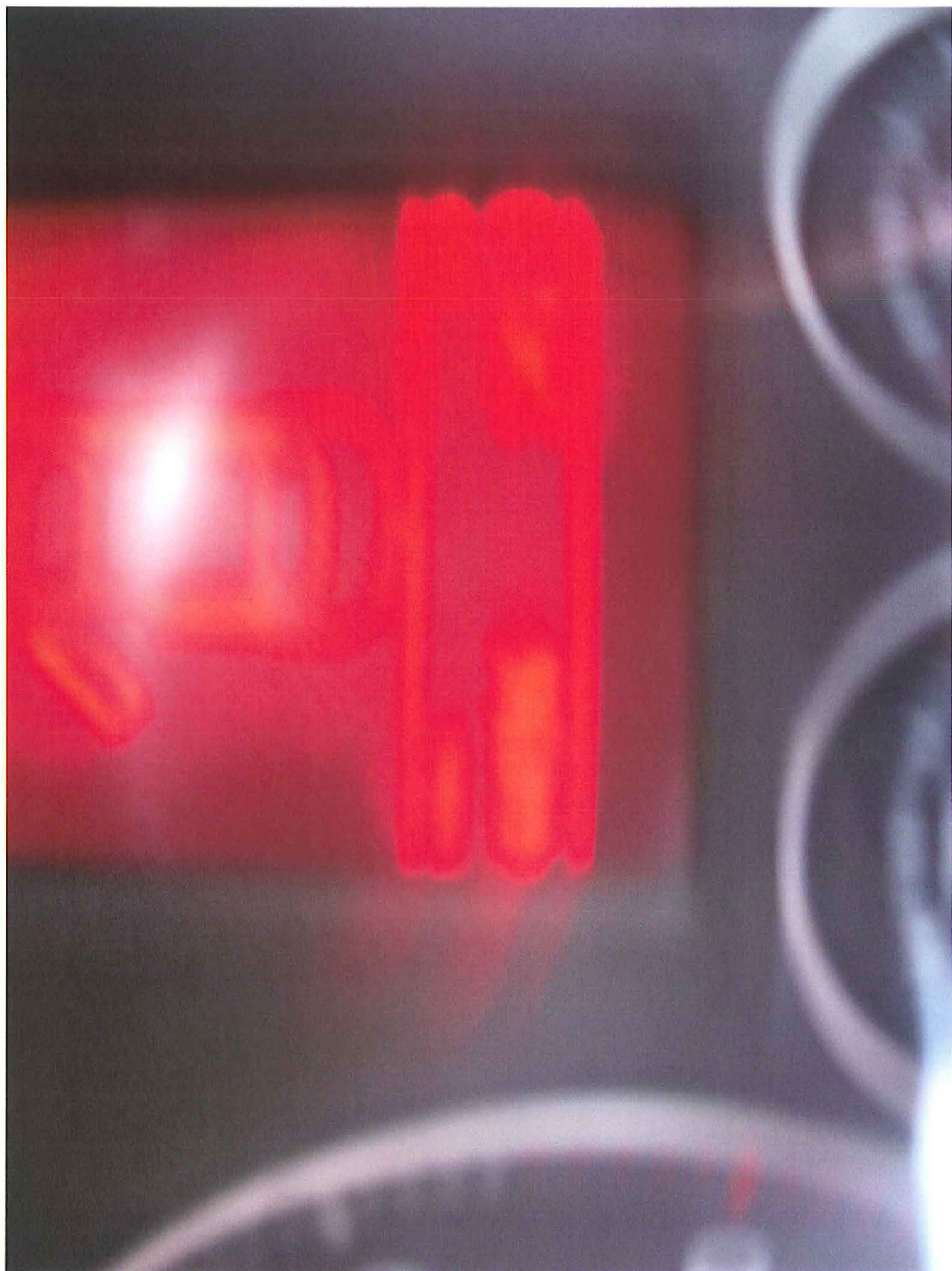




WVWBA71E88V025082







All Customer Contacts for: Ms. [REDACTED]

08/06/2009 02:20:08 PM PRENTIM Case: 090191724

E-Mail From FOM - Jeff Asmussen

FOM advised he just asked Service Manager to forward all information to RC for review. Wait dealer fax.

08/06/2009 02:18:57 PM PRENTIM Case: 090191724

Call To Product Liaison - Chris Lewis

RC informed PL that warranty was not going to cover bumper repairs. PL to wait for all information from dealer before making a decision. RC to wait dealer fax.

08/06/2009 02:09:59 PM PRENTIM Case: 090191724

Continued Comment With Warranty Admin. - John Booms

Warranty advised the damage to the bumper would not be covered under warranty as consequential damage as the failure of the DSG does not override the brake. The customer would have been able to engage the brake and the surging does not occur when brake is engaged. Additionally, the surge only occurs forward or backward depending on the gear it is in. It would never surge back and forth in the same gear. RC to inform PL.

08/06/2009 01:52:01 PM PRENTIM Case: 090191724

Call To Warranty Admin. - Linda

RC asked if damage caused by failed mechatronic unit could be claimed as consequential damage. Warranty Helpline (Linda) placed RC on hold to consult with supervisor. RC was transferred to Powertrain leader, John Booms.

08/06/2009 01:41:35 PM PRENTIM Case: 090191724

E-Mail From Product Liaison - Chris Lewis

If a failure of the DSG caused the damage and the repair of the DSG is a warranty matter than wouldn't the bumper repair be warranty as well? RC to call warranty helpline.

Let's wait for the estimate and see what we're looking at. RC to call warranty helpline.

08/06/2009 12:26:07 PM PRENTIM Case: 090191724

E-Mail To Product Liaison - Chris Lewis

RC forwarded pictures to PL. Wait PL.

08/06/2009 12:24:56 PM PRENTIM Case: 090191724

FAX To Product Liaison - Chris Lewis

RC faxed incident report. RC to forward pictures.

08/06/2009 12:22:08 PM PRENTIM Case: 090191724

FAX To Product Liaison - Chris Lewis

RC faxed incident report to PL. RC to forward pictures via email.

All Customer Contacts for: Ms. [REDACTED]

08/06/2009 12:13:44 PM PRENTIM Case: 090191724

E-Mail To Multiple Roles - SM-James Rushing, FOM Jeff Asmussen

Hi everyone:

Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review. In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.

Thanks!

RC to forward incident report and pictures to PL for review.

08/06/2009 12:13:21 PM PRENTIM Case: 090191724

Assigned To Southern - PRENTIM

RC to engage PL.

08/06/2009 12:03:28 PM BALDWIA Case: 090191724

Assigned To Southern - unassigned

Please research concern with damage to customer rear bumper. Level 2 to research.

08/06/2009 11:47:51 AM BALDWIA Case: 090191724

Call To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (425047)

RCM advised calling regarding customer concern. SM advised the mechatronic unit is supposed to be in next week; CUST is in a loaner vehicle at this time; customer was told the mechatronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to experience the complaint that customer described caused the rear bumper damage. SM advised that he can see the concern happening as Customer described; there is a bad hesitation and surging back and forth; the whole rear bumper. RCM to assign to Level 2.

08/06/2009 11:30:06 AM BALDWIA Case: 090191724

E-Mail From FOM - Jeff Asmussen

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liaison too since customer wants reimbursement for damages. RCM to call dealer.

08/05/2009 10:53:30 AM ZIEHMEC Case: 090191724

Note To User - CCC

RCM to e-mail dealer 425047

**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	121
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05116
<b>Sales Model</b>	1F78V3	<b>Prod Date</b>	10/29/2007	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UH
<b>Exterior Color</b>	BLACK EXTERIOR	<b>A/C Installed</b>		<b>Deliver POE</b>	UH
		<b>Source</b>	US Delivery from Europe		
<b>Interior Color</b>	UNKNOWN	<b>Engine#</b>	BPY 197220		
<b>In Service Date</b>	06/30/2008			<b>Expires</b>	<b>Miles</b>
<b>Demo Ext Num</b>		<b>Base Warranty</b>	06/2012	50	
<b>Addl Wrnty Num</b>		<b>Demo Warranty</b>		0	
<b># Claims</b>	5 \$208.00	<b>Addl Warranty</b>		0	
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	425038	Momentum Volkswagen			
<b>Billed To</b>	425038	Momentum Volkswagen			
<b>Sales Options</b>	EMM				
<b>Factory Options</b>	PSO,WCO				

**Purchase History**

Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
425047	West Houston Volkswagen	06/30/2008	New	Maria Merten

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
425047	West Houston Volkswagen	87782AC	W2	5557	Rear lock mechanism	2009/03/06	\$100.00	3,000	Miles	200911	95
425047	West Houston Volkswagen	81542AC	W2	6121	Molding	2008/08/14	\$44.00	1,000	Miles	200833	96
425047	West Houston Volkswagen	79942AC	FM	0181	Inventory inspection US	2008/06/27	\$22.00	0	Miles	200827	97
425047	West Houston Volkswagen	78612AC	FM	0181	Inventory inspection US	2008/05/08	\$21.00	0	Miles	200820	98
425047	West Houston Volkswagen	77782AC	FM	0181	Inventory inspection US	2008/04/08	\$21.00	0	Miles	200815	99

## Case 090191724

**Customer:** Ms. [REDACTED]  
**Program:** Recovery  
**Status:** 08/17/2009 Closed  
**Source:** Phone  
**Assigned:** Melinda Prentice (PRENTIM)

**Vehicle:** 2008 Volkswagen Eos  
WVWBA71F88V [REDACTED]  
**Production Date:** 10/29/2007  
**Odometer:** 4,466 Miles  
**Wty Start Date:** 06/30/2008  
**Dealer:** West Houston Volkswagen (425047)

### Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Manufacturer / Special Programs / Outbound	Mechatronics	Not Applicable	Not Applicable

### Contacts

08/17/2009 11:33:28 PRENTIM Call To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (425

Service Manager states he has customer's vehicle in body shop making repairs to bumper. Service Manager has informed customer and they are pleased with VW decision. RC advised for Service Manager to fax completed Repair Order to PL for reimbursement once repairs are complete. No further action pending fax from dealer.

08/14/2009 10:11:29 PRENTIM E-Mail To Multiple Roles - SM James, FOM-Jeff, PL-Chris

Good morning, all:

Just to close the loop--

I spoke to Chris Lewis with PL this morning and he has agreed to pay for the damage to the bumper.

James:

I left you a voicemail with this information. You can fax the completed Repair Order to Chris at 201-894-5498 once repairs are completed for EFT reimbursement. Let me know if you would like to give the customer the good news.

Thanks, everyone!!! RC to wait for dealer call.

08/14/2009 10:05:43 PRENTIM Voice Mail For Dealer Service Mgr - James Rushing @ West Houston Volkswagen

RC LVMTRMC. RC advised PL is going to pay for repairs. RC to advise of PL fax # for dealer reimbursement and to discuss who will give customer good news. Wait Dealer call.

08/14/2009 09:57:32 PRENTIM Return Call From Product Liaison - Chris Lewis

PL advised that since dealer has confirmed the vehicle was surging, PL will pay for bumper repairs. RC to call Service Manager to advise to send completed Repair Order to Chris Lewis @ PL for payment.

08/14/2009 09:15:33 PRENTIM Voice Mail For Product Liaison - Chris Lewis

RC left message to see if PL has reviewed case yet. RC to wait PL call.

08/11/2009 04:48:02 PRENTIM Assigned To Southern - PRENTIM

08/11/2009 04:24:11 PRENTIM E-Mail To Product Liaison - Chris Lewis

RC forwarded ROs and estimate for repairs to PL for review. Repairs are estimated at \$936.43. RC to wait PL. (PL will not be in the office until Friday so Service Manager is updating customer and RC promised to update Service Manager by COB Friday.)

08/11/2009 04:06:28 MARASHS Assigned To Southern - CCC

08/11/2009 04:05:58 MARASHS FAX From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (

Fax in Doc Center.



## Contacts

08/11/2009 10:06:48 PRENTIM Call From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (4

Service Manager advised he just faxed documentation RC had requested. Service Manager inquired if VW was going to assist customer. RC advised it is possible through PL but warranty has denied. RC gave Service Manager explanation that warranty provided as to why this is not consequential damage. Service Manager states he was not able to duplicate the hesitation concern but could feel surging as he drove with customer. Service Manager put new mechatronic in vehicle and drove it home last night. Service Manager states it is still shifting rough so he is going to have technician ensure all memory codes are re-set on the vehicle and test drive it again as he does not want to give the vehicle back to the customer until he is 100% sure it is repaired. Service Manager advised customer stated they backed into a pole and now whole bumper will need to be replaced for about \$1000. RC advised PL is out of the office until Friday. RC advised once all faxes are received, RC will review and hopefully have decision no later than COB Friday. Service Manager is going to work with customer until then. Service Manager wants call on his cell phone with update. (281-684-7217) RC to wait fax.

08/10/2009 02:48:48 PRENTIM E-Mail To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (

RC asked again for repair orders related to Mechatronics repair and an estimate for bumper damage. Wait fax from dealer.

08/10/2009 02:47:41 PRENTIM E-Mail From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (

Service Manager forwarded same pictures of vehicle as what is already on file. RC to respond to email asking again for Repair Order's related to repair and an estimate for the damage.

08/10/2009 08:54:10 PRENTIM E-Mail To FOM - Jeff Asmussen

RC advised FOM that RC has not yet received any documentation from Service Manager regarding this case. RC to continue to wait fax.

08/06/2009 04:12:18 PRENTIM Assigned To Southern - PRENTIM

08/06/2009 04:11:43 CAMILOM Assigned To Southern - ccc

08/06/2009 04:06:11 CAMILOM E-Mail From Dealership Personnel - James Rushing <jwrushing@westhousto @  
Email attachments in doc center.

08/06/2009 02:20:08 PRENTIM E-Mail From FOM - Jeff Asmussen

FOM advised he just asked Service Manager to forward all information to RC for review. Wait dealer fax.

08/06/2009 02:18:57 PRENTIM Call To Product Liaison - Chris Lewis

RC informed PL that warranty was not going to cover bumper repairs. PL to wait for all information from dealer before making a decision. RC to wait dealer fax.

08/06/2009 02:09:59 PRENTIM Continued Comment With Warranty Admin. - John Booms

Warranty advised the damage to the bumper would not be covered under warranty as consequential damage as the failure of the DSG does not override the brake. The customer would have been able to engage the brake and the surging does not occur when brake is engaged. Additionally, the surge only occurs forward or backward depending on the gear it is in. It would never surge back and forth in the same gear. RC to inform PL.

08/06/2009 01:52:01 PRENTIM Call To Warranty Admin. - Linda

RC asked if damage caused by failed mechatronic unit could be claimed as consequential damage. Warranty Helpline (Linda) placed RC on hold to consult with supervisor. RC was transferred to Powertrain leader, John Booms.

## Contacts

08/06/2009 01:41:35 PRENTIM E-Mail From Product Liaison - Chris Lewis

If a failure of the DSG caused the damage and the repair of the DSG is a warranty matter than wouldn't the bumper repair be warranty as well? RC to call warranty helpline.

Let's wait for the estimate and see what we're looking at. RC to call warranty helpline.

08/06/2009 12:26:07 PRENTIM E-Mail To Product Liaison - Chris Lewis

RC forwarded pictures to PL. Wait PL.

08/06/2009 12:24:56 PRENTIM FAX To Product Liaison - Chris Lewis

RC faxed incident report. RC to forward pictures.

08/06/2009 12:22:08 PRENTIM FAX To Product Liaison - Chris Lewis

RC faxed incident report to PL. RC to forward pictures via email.

08/06/2009 12:13:44 PRENTIM E-Mail To Multiple Roles - SM-James Rushing, FOM Jeff Asmussen

Hi everyone:

Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review. In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.

Thanks!

RC to forward incident report and pictures to PL for review.

08/06/2009 12:13:21 PRENTIM Assigned To Southern - PRENTIM

RC to engage PL.

08/06/2009 12:03:28 BALDWIA Assigned To Southern - unassigned

Please research concern with damage to customer rear bumper. Level 2 to research.

08/06/2009 11:47:51 BALDWIA Call To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (42)

RCM advised calling regarding customer concern. SM advised the mechatronic unit is supposed to be in next week; CUST is in a loaner vehicle at this time; customer was told the mechatronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to experience the complaint that customer described caused the rear bumper damage. SM advised that he can see the concern happening as Customer described; there is a bad hesitation and surging back and forth; the whole rear bumper. RCM to assign to Level 2.

08/06/2009 11:30:06 BALDWIA E-Mail From FOM - Jeff Asmussen

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liaison too since customer wants reimbursement for damages. RCM to call dealer.

08/05/2009 10:53:30 ZIEHMEC Note To User - CCC

RCM to e-mail dealer 425047

**Fax**

Bob Cameron  
PL/EC

Greg T Peters From  
Volkswagen Customer CARE Department  
(248) 754-3470 Phone  
(enter RC fax number) Fax  
(enter RC e-mail address) E-mail

Date

# page(s), including cover Total Pages

**Memo**

Subject: VW Vehicle Incident Report

VIN: WVVBA71F58V [REDACTED]  
Reference Number: 090203190

Volkswagen of America, Inc.  
Customer CARE  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +800-822-6987

Mr. [REDACTED]  
[REDACTED]  
North Wales, PA August 19, 2009 USA

Home: [REDACTED]  
Business: (2 [REDACTED])

Customer states on 8/8/09, he was trying to parallel park when his mechatronics unit caused his transmission to surge. Customer states he scraped the paint on the side of his EOS on the bumper of a Jeep. Customer states the Jeep isn't damaged, but he needs to have the passenger front side of the EOS repainted. Customer states the repair is about \$700.00 and is being covered by State Farm, but he has a \$250.00 deductible and would like VW to pay it. Customer states he is still driving his EOS because the mechatronic unit is on backorder. Customer states his repair will take place after the mechatronic unit is replaced. RC asked for a copy of the body shop estimate. Customer states he will send it. RC asked for photos. Customer states SA, Andy, at 406482 took pictures and RC can call him to obtain them.

(RC has left a message for the SA, asking for photos as well as a call back to discuss the option of getting this customer into a rental/loaner).

Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Bob Arturi - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)

TO: GREG PETERK - VW

FROM:

[REDACTED] [REDACTED] [REDACTED]

SUBJ: CASE # 90203190

DATE: AUGUST 19, 2009

Date: 8/11/2009 02:22 PM  
 Estimate ID: 38-L744-90301  
 Estimate Version: 0  
 Correction: 1  
 Preliminary  
 Profile ID: CUSTOMIZED

3 DAY REPAIR VEHICLE SCHEDULED 8/25-8/27/09

THANKS

## L.I.P. COLLISION, INC.

320 Elm Avenue WWW.LIPCOLLISION.COM, North Wales, PA 19454  
 (215) 699-4442  
 Fax: (215) 699-5610

Damage Assessed By: Mark Mintzer  
 License #: 143704

Appraised For: Ext 4111 Processor  
 (888) 713-4694

Type of Loss: Collision (Spec)  
 Date of Loss: 8/ 8/2009  
 Accident Date: 8/ 8/2009  
 Deductible: 250.00  
 Claim Number: [REDACTED]

Insured: [REDACTED]  
 Owner: [REDACTED]  
 Address: [REDACTED] NORTH WALES, PA [REDACTED]  
 Telephone: [REDACTED] Work Phone: [REDACTED] Home or Cell Phone: [REDACTED]

Mitchell Service: 910784

Description: 2008 Volkswagen Eos Komfort  
 Body Style: 2D Conv  
 VIN: WVWBA71F6BV [REDACTED]  
 Mileage: 12,488  
 OEM/ALT: 0  
 Options: AUTOMATIC TRANSMISSION

Vehicle Production Date: 14/07  
 Drive Train: 2.0L Turbo Inj 4 Cyl 6A FWD  
 License: HGE0100 PA  
 Search Code: B154774

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	001605	BDY	OVERHAUL	FRT BUMPER ASSY			2.4 #
2	001606	BDY	REMOVE/REPLACE	FRT ADD W/FOG LAMPS			0.4
3	000010	BDY	REPAIR	FRT BUMPER COVER	Existing		2.0*#
4	AUTO	REF	REFINISH	FRT BUMPER COVER			C 2.5
5	001657	BDY	REMOVE/INSTALL	GRILLE ASSY			INC
6	001662	BDY	REMOVE/INSTALL	R FRT COMBINATION LAMP			0.4 #
7	000108	BDY	REPAIR	R FRONT SIDE MARKER LAMP ASSEMBLY	Existing		0.2*#
8				POLISH SCRATCH/ SCUFF			
9	000276	BDY	REPAIR	R FENDER PANEL	Existing		0.3*#
10		REF	REFINISH/REPAIR	R FENDER PANEL			C 1.6*
11				MODIFIED REFINISH WITH FULL CLEAR COAT			
12	900500	BDY *	REMOVE/REPLACE	COVER CAR/MASK FOR OVERSPRAY	** QUAL REPL PART	5.00 *	0.2*
13	900500	BDY *	ADD'L LABOR OP	WASH & VACCUUM VEHICLE	Existing		INC 0.0*
14	900500	BDY *	ADD'L LABOR OP	DETERGENT WASH REPAIR PANEL	Existing		0.2*
15	900500	BDY *	ADD'L LABOR OP	MASK FOR PRIMER	** QUAL REPL PART	0.00 *	0.2*
16	900500	BDY *	REMOVE/REPLACE	TAPE PINSTRIPE	** QUAL REPL PART	12.00 *	0.3*
17	900500	BDY *	ADD'L LABOR OP	DENIB AND POLISH	Existing		0.4*
18	002081	BDY	REMOVE/INSTALL	R FENDER REAR LINER	Existing		0.1 #
19				R&R Time Used in R&I Operation			

ESTIMATE RECALL NUMBER: 08/11/2009 14:21:29 38-L744-90301

Mitchell Data Version: JUN\_09\_V

UltraMate is a Trademark of Mitchell International  
 Copyright (C) 1984 - 2009 Mitchell International  
 All Rights Reserved

UltraMate Version: 6.7.023

Page 1 of 3

Date: 8/11/2009 02:22 PM  
 Estimate ID: [REDACTED]  
 Estimate Version: 0  
 Correction: 1  
 Preliminary  
 Profile ID: CUSTOMIZED

20	AUTO	REF	ADD'L OPR	CLEAR COAT			1.4*
21	900500	REF *	ADD'L LABOR OP	REMOVE TAPE STRIPE & ADHESIVE	Existing	0.00	0.1*
22	AUTO		ADD'L COST	PAINT/MATERIALS		139.20 *	
23	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00 *	

\* - Judgment Item

# - Labor Note Applies

C - Included In Clear Coat Calc

## Estimate Totals

I. Labor Subtotals		Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary		Amount
Body		7.1	46.00	0.00	0.00	326.60 T	Taxable Parts		17.00
Refinish		5.8	46.00	0.00	0.00	266.80 T	Sales Tax @ 6.000%		1.02
		Taxable Labor				593.40	Total Replacement Parts Amount		18.02
		Labor Tax		@ 6.000 %		35.60			
Labor Summary		12.9				629.00			
III. Additional Costs						Amount	IV. Adjustments		Amount
Taxable Costs						142.20	Insurance Deductible		250.00-
Sales Tax				@ 6.000%		8.53	Customer Responsibility		250.00-
Total Additional Costs						150.73			
							I. Total Labor:		629.00
							II. Total Replacement Parts:		18.02
							III. Total Additional Costs:		150.73
							Gross Total:		797.75
							IV. Total Adjustments:		250.00-
							Net Total:		547.75

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS, RATHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE.

This is a preliminary estimate.

Additional changes to the estimate may be required for the actual repair.

Insurance Co: State Farm Insurance

Inspection Site: L.I.P. COLLISION, INC.

Address: HOME

ESTIMATE RECALL NUMBER: 08/11/2009 14:21:29 38-L744-80301

Mitchell Data Version: JUN\_09\_V

UltraMate is a Trademark of Mitchell International

Copyright (C) 1994 - 2009 Mitchell International

UltraMate Version: 6.7.023

All Rights Reserved

Date: 8/11/2009 02:22 PM  
Estimate ID: [REDACTED]  
Estimate Version: 0  
Correction: 1  
Preliminary  
Profile ID: CUSTOMIZED

Body Shop: L I P COLLISION SERVICE INC  
Address: 320 ELM AVE  
NORTH WALES, PA 19454  
Fax Phone: (215) 699-5610

Cycle Time Information

Drop Off Date and Time: 8/25/2009  
Promise Date: 8/27/2009

Repair Dates:

ESTIMATE RECALL NUMBER: 08/11/2009 14:21:29 38-L744-90301

Mitchell Data Version: JUN\_09\_V

UltraMate is a Trademark of Mitchell International  
Copyright (C) 1994 - 2009 Mitchell International  
All Rights Reserved

UltraMate Version: 6.7.023

Page 3 of 3

TOTAL P.04

All Customer Contacts for: Mr. [REDACTED]

08/19/2009 02:48:33 PM PETERSG Case: 090203190

Assigned To VW Special Project - ABDULAM

Assigning to Martin, as Eva is out of the office.

08/19/2009 02:47:19 PM PETERSG Case: 090203190

Call To Owner - Mr. [REDACTED]

RC let the customer know that 406482 doesn't have any available loaners. RC explained the SM's comments regarding rental. Customer states he will take it all under consideration. RCM, Eva, to follow up regarding the mechatronic eta.

08/19/2009 02:40:12 PM PETERSG Case: 090203190

Call To Dealer Service Mgr - Brandon @ Jim Wynn Volkswagen, Inc. (406482)

SM states they have loaner vehicles but none available for this customer at this time. SM states the customer won't have to pay anything up front if he goes through Enterprise. SM states they put a (\$50 or \$150.00) hold on the customer's credit card and then they send the bill to VW dealer. SM states the customer won't be out money up front for rental. SM to call the customer.

08/19/2009 02:29:14 PM PETERSG Case: 090203190

Call To Owner - Mr. [REDACTED]

RC advised that VW will reimburse him for his \$250.00 deductible. RC asked for proof of payment and the completed mechatronic invoice. RC also advised that we are not comfortable with him driving the EOS until it is fixed. RC advised we can reimburse up to \$25.00 per day. Customer asked RC to call the dealer and see if they have a loaner instead. RC to call the dealer.

08/19/2009 02:22:15 PM PETERSG Case: 090203190

E-Mail From Product Liaison - Chris Lewis

PL sent the following:

"I'll pay the deductible. I assume the vehicle is not repair yet? Once it is just have the customer send a copy of the repair bill and proof of payment for the \$250. Good call on the rental."

08/19/2009 12:14:38 PM PETERSG Case: 090203190

E-Mail To Product Liaison - Chris Lewis

RC e-mailed PL, asking for direction regarding the customer's request for deductible coverage. RC to wait for PL's response.

08/19/2009 12:03:17 PM PETERSG Case: 090203190

E-Mail To Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

Hello Andy, Thank you for the pictures. They are perfect. On a related note, what do you think about getting Mr. Zakrzewski into a rental or a loaner? I believe it boils down to whether we feel the vehicle is safe to drive. At this point, our Product Liaison Group hasn't had a chance to make a decision as to whether we are going to accept responsibility for the paint damage he already sustained. However, I wouldn't want him to get into a subsequent collision that could be might be linked to a mechatronic unit. As I understand it, his mechatronic unit is being replaced under warranty, right? If so, then alternate transportation can be offered to him and then submitted to warranty (SAGA) along with the warrantable mechatronic repair. What are your thoughts on this?" RC to e-mail PL.

08/19/2009 12:02:54 PM PETERSG Case: 090203190

E-Mail From Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

SA sent pictures as requested. RC to e-mail him regarding rental.



All Customer Contacts for: Mr. [REDACTED]

08/19/2009 11:50:23 AM PETERSG Case: 090203190

E-Mail From Owner - Mr. [REDACTED]

The customer sent the following just seconds before I updated him:

"Greg, I just faxed you the repair estimate for my VW Eos to 248-754-6504. Please confirm you received it. Also, please let me know when I can anticipate a response from you on VW's plans to cover the repairs expense from my accident which I covered with you on the phone today. Thanks, Bob Zakrzewski" RC to wait for SA's call.

08/19/2009 11:49:48 AM PETERSG Case: 090203190

Call To Owner - Mr. [REDACTED]

RC called the customer to let him know we received his fax. RC to wait for SA's call.

08/19/2009 11:31:12 AM PETERSG Case: 090203190

Assigned To Central - PETERSG

08/19/2009 11:21:12 AM WILLIAC2 Case: 090203190

Assigned To Eastern - CCC

08/19/2009 11:20:26 AM WILLIAC2 Case: 090203190

FAX From Owner - [REDACTED]

Fax in doc center.

08/19/2009 10:43:04 AM PETERSG Case: 090203190

Voice Mail To Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

RC LVMM letting the SA know that we think offering alternate transportation would be appropriate at this point. RC asked for the SA to RMC so we can discuss the details. RC to wait for SA's call.

08/19/2009 10:32:49 AM PETERSG Case: 090203190

Note To RCM - Western - Eva Manna

To minimize further liability exposure, this customer should be placed in alternate transportation while we are waiting for a new Mechatronic unit. As RCM is out of the office, RC will discuss this matter with the SA.

08/19/2009 10:21:27 AM PETERSG Case: 090203190

Voice Mail To Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

RC LVMM for the SA, asking him to send the photos he took of the customer's vehicle or call RC if that is not possible.

08/19/2009 10:20:04 AM PETERSG Case: 090203190

Call From Owner - [REDACTED]

Customer states on 8/8/09, he was trying to parallel park when his mechatronics unit caused his transmission to surge. Customer states he scraped the paint on the side of his EOS on the bumper of a Jeep. Customer states the Jeep isn't damaged, but he needs to have the passenger front side of the EOS repainted. Customer states the repair is about \$700.00 and is being covered by State Farm, but he has a \$250.00 deductible and would like VW to pay it. Customer states he is still driving his EOS because the mechatronic unit is on backorder. Customer states his repair will take place after the mechatronic unit is replaced. RC asked for a copy of the body shop estimate. Customer states he will send it. RC asked for photos. Customer states SA, Andy, at 406482 took pictures and RC can call him to obtain them. RC to call the dealer.

All Customer Contacts for: Mr. [REDACTED]

08/19/2009 10:16:55 AM GIROUXS Case: 090203190

Transfer To Level 2 / Exec - Greg

CO transfered to RC. RC to continue.

08/19/2009 10:16:49 AM GIROUXS Case: 090203190

Return To Owner - [REDACTED]

CO advised: will transfer customer to someone who will specifically ask questions regarding the accident; before transferring, seeking to know if customer has any questions about mechatronics unit. Customer states: first, when will it be in. CO advised: when we spoke with dealer on Monday, they advised the ETA is 4 weeks; part may come in sooner, and we have been getting better with getting the parts in more quickly, but it is a part that needs to be specially made for each car, so it still may take that much time. Customer states: seeking to know the track record of the new mechatronics units that VW is putting in cars. CO advised: we found that one tiny componant of the mechatronics is causing the failure of the unit; that componant has been redesigned and customer shouldn't experience this same issue again; CO can't promise of course that part will never fail again, but we have addressed this specific issue. Customer states: seeking to clarify what dealer 406482 has advised him; they have advised that vehicle is safe to drive, and customer would like to be sure he's not damaging vehicle further by continuing to drive it. CO advised: we have not seen any collateral damage as a result of continuing to drive vehicle; if customer feels safe and dealer has advised it is okay, customer may continue driving car; if customer doesn't feel safe, we can look into getting customer into a loaner. Customer states: not concerned with safety, that's fine; just wanted to be sure no further damage was being done; CO has answered all questions. CO advised will transfer to RC now. CO to transfer.

08/19/2009 10:16:40 AM GIROUXS Case: 090203190

Call To Level 2 / Exec - Mindy

CO advised: customer is claiming that faulty mechatronics unit caused him to get into a minor accident a few weeks ago; going to get it repaired next week; seeking to know if CO should transfer customer to level 2. RC advised: CO should go back to customer and make sure to answer any questions regarding his backordered part; CO should make it clear that RC will only speak to him about accident. CO acknowledged. CO to return to owner.

08/19/2009 10:03:25 AM GIROUXS Case: 090203190

Return Call From Owner - [REDACTED]

Customer states: recieved a call yesterday from CARE regarding the mechatronics unit; was advised to call CARE if there were further concerns or questions; wanted to let VW know that the problem he's having with the vehicle is that it "buckles" when accelerating from a stop, and this "buckling" caused him to get into an accident; Saturday Aug 1 he was attempting to parralel park and each time he would accelerate from a stop, going forward or backward, vehicle would surge and this caused him to clip another car and he scratched the front of vehicle. CO advised: would like to place customer on hold to determine if customer should speak with another team. Customer acknowledged. CO to call level 2.

08/17/2009 01:02:12 PM MANNAE Case: 090203190

Voice Mail To Owner - Mr. [REDACTED]

CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

08/17/2009 11:53:11 AM MANNAE Case: 090203190

Call To Dealer Service Advisor - DJ @ Jim Wynn Volkswagen, Inc. (406482)

SA advised in vehicle, ETA provided 4 weeks, no GW. CO to call customer.

**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	290
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05135
<b>Sales Model</b>	1F78V3	<b>Prod Date</b>	11/29/2007	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UQ
<b>Exterior Color</b>	INDIA RED	<b>A/C Installed</b>		<b>Deliver POE</b>	UQ
		<b>Source</b>	US Delivery from Europe		
<b>Interior Color</b>	UNKOWN	<b>Engine#</b>	BPY 208758		
<b>In Service Date</b>	05/24/2008			<b>Expires</b>	<b>Miles</b>
<b>Demo Ext Num</b>		<b>Base Warranty</b>	05/2012	50	
<b>Addl Wrnty Num</b>		<b>Demo Warranty</b>		0	
<b># Claims</b>	4 \$785.00	<b>Addl Warranty</b>		0	
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	408287	Flemington Volkswagen			
<b>Billed To</b>	408287	Flemington Volkswagen			
<b>Sales Options</b>	PIT,PLE				
<b>Factory Options</b>	PIT,PLE,PSO,WCO				

**Purchase History**

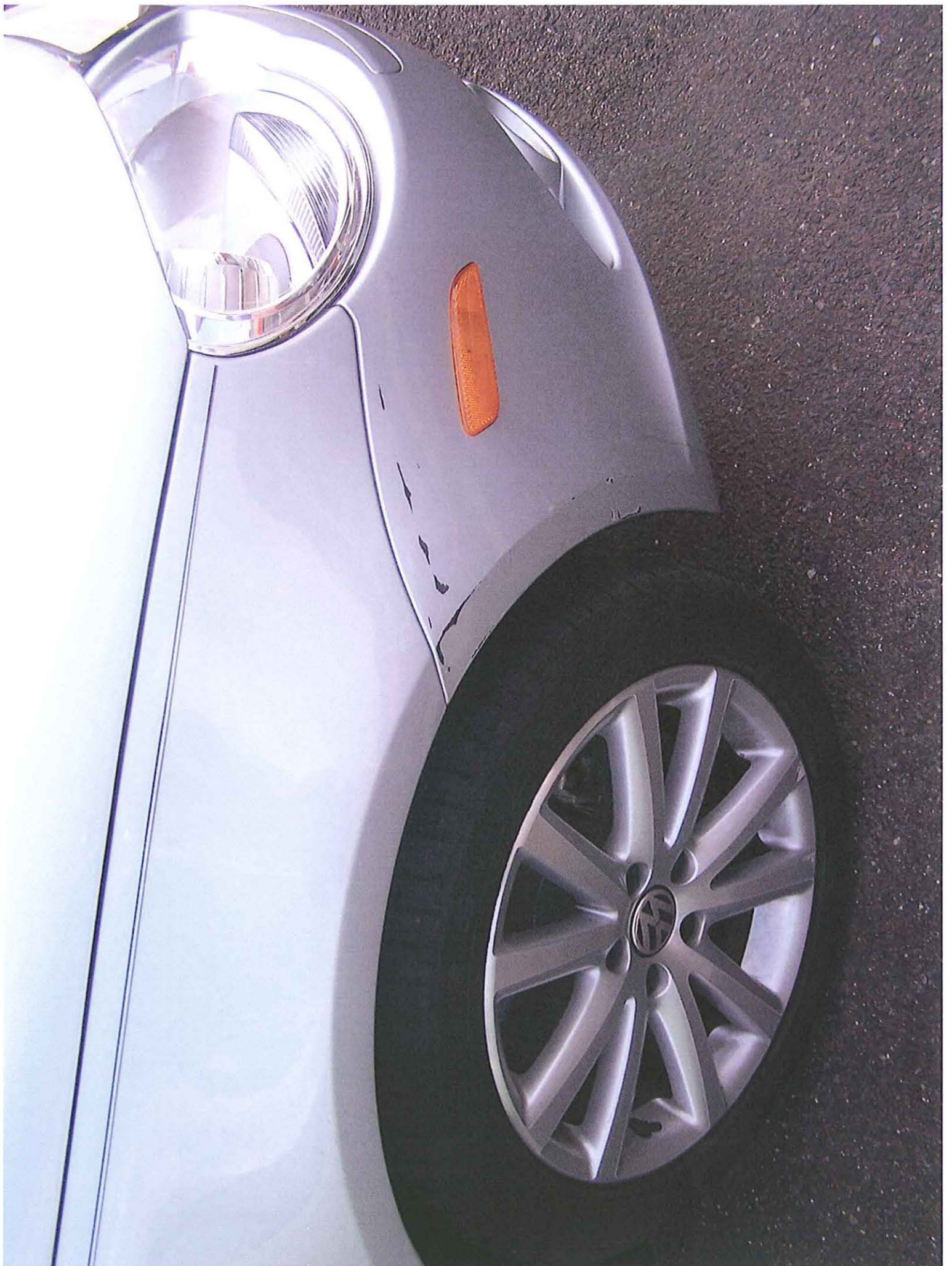
Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
408283	Atlantic Volkswagen	05/24/2008	New	Tiffany Skrzat

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
408283	Atlantic Volkswagen	68179BC	W2	9415	Headlight assembly	2009/04/11	\$18.00	9,000	Miles	200916	96
408283	Atlantic Volkswagen	68179AC	W2	6847	Wind deflector	2009/04/11	\$719.00	9,000	Miles	200916	97
408287	Flemington Volkswagen	47656AC	FM	0181	Inventory inspection US	2008/05/02	\$24.00	0	Miles	200819	98
408287	Flemington Volkswagen	28201AC	FM	0181	Inventory inspection US	2008/03/03	\$24.00	0	Miles	200814	99







# Volkswagen Group of America, Inc.

## Funds Request Memo

Requestor:

File Name:

Date:

File #:

VIN:

Initial Request:

Subsequent Request:

Vehicle Repurchase: Yes

No

Vehicle Returned: (for resale) Yes

No

Salvage: Yes

No

Please issue a check for the above listed vehicle in the amount of:

Payable to:

Name:

Street:

City / State:

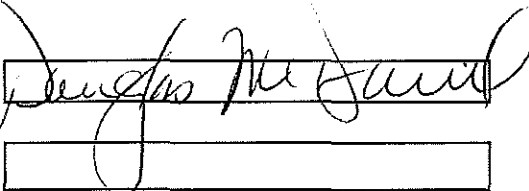
Technical Comments / Comments:

DEALER REIMBURSEMENT FOR BODY REPAIRS DUE TO FAULTY MECHATRONICS UNIT PER THE ATTACHED REPAIR ORDERS.

Photographs Provided:

Inspection Report Provided:

Authorized Signature:



Date:

Please submit check to:

## McDaniell, Doug

---

**From:** Peters, Greg  
**Sent:** Monday, August 24, 2009 2:43 PM  
**To:** McDaniell, Doug  
**Cc:** Lewis, Chris  
**Subject:** RE: Customer = [REDACTED]...VIN = WVVBA71F18V[REDACTED]...Case = 90154696  
**Attachments:** DeLuca 2.tif

Hello again Doug,

Attached is the final R.O. from a dealer that we had authorized to do some extensive body repairs due to a faulty mechatronic unit (see e-mail string below). The dealer sent the R.O. and are asking to be reimbursed \$2,712.88.

I spoke with them earlier today and they asked how long it would be until they see their money. I told them it would be about two weeks. If it will take longer than that, just, let me know and I'll pass that along to the dealer.

**Greg Peters**  
Regional Consultant  
Volkswagen Customer Care

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

Phone: 248-754-3355  
Fax: 248-754-6504

[greg.peters@vw.com](mailto:greg.peters@vw.com) <<mailto:greg.peters@vw.com>>  
<http://www.vw.com>

---

**From:** Lewis, Chris  
**Sent:** Monday, July 20, 2009 8:44 AM  
**To:** Peters, Greg  
**Subject:** RE: Customer = [REDACTED]...VIN = WVVBA71F18V[REDACTED]...Case = 90154696

Greg,

We're on the hook for this one. Have the dealer repair the vehicle and submit the RO to me for an EFT. Pictures would be good too if possible.

Thanks

**Chris Lewis**

VOLKSWAGEN  
**Group of America, Inc.**  
Product Liaison Group  
Office of the General Counsel  
One Executive Drive - Suite LL50  
Fort Lee, NJ 07024

phone +1-201-227-7908

fax +1-201-894-5498

This email message and any attachments are confidential and may be attorney-client privileged. If you are not the intended recipient, please notify the sender immediately by telephone at (201) - 227-7908 or by replying to this email, and destroy all copies of this message and any attachments. Thank you for your cooperation.

---

**From:** Peters, Greg

**Sent:** Friday, July 17, 2009 2:28 PM

**To:** Lewis, Chris

**Subject:** Customer = [REDACTED] VIN = WVVBA71F18V[REDACTED]..Case = 90154696

Hello Chris,

This is regarding a customer who experienced an unintended acceleration. (We spoke about it on the phone). The customer needed a new Mechatronics unit due to an engine surge issue. She was told that the vehicle was fine to drive, even though it was still surging on her. While waiting for the part to arrive, she was in a crash. She claims that while attempting to park the vehicle, it surged forward causing her Eos to hit a lamp post, which caused body damage.

The idea from our side was that we would get a body estimate and consider paying for repairs. The dealer just send us the estimate (attached). Total = \$2,130.02. What do you think?

**Greg Peters**

Regional Consultant

Volkswagen Customer Care

Volkswagen of America, Inc.

3499 West Hamlin

Rochester Hills, MI 48309

Phone: 248-754-3355

Fax: 248-754-6504

[greg.peters@vw.com](mailto:greg.peters@vw.com) <<mailto:greg.peters@vw.com>>

<http://www.vw.com>



**JACK DANIELS  
MOTORS INC.**

33983

\*ACCOUNTING\*

SERVICE &amp; PARTS CENTER

18-01 McBride Avenue

Fairlawn, NJ 07410

Porsche: (201) 398-1210 Audi: (201) 398-1212

Volkswagen: (201) 398-1220

Parts: (201) 398-1209

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 110 MICHELLE MCNATR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	VOLKSWAGEN N	WVWBA71F18V		14318/14319	T7205	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28APR08 IS			17:30 28JUL09			CASH	24AUG09

R.O. OPENED

READY

OPTIONS: STK:859V08 ENG:2.0 Liter F.I. Turbo

TRN:AUTO

08:04 28JUL09 11:14 24AUG09

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUST STATES VEHICLE FRONT END DAMAGED BY LURCHING, VW TO PAY FOR BODY SHOP REPAIR

D DESCRIPTION

99 CV 0.00 0.00 0 0 0.00 0.00

B SEND VEHICLE TO NASH AUTO BODY, NEED THEIR PHOTOS FOR WARRANTY COVERAGE

D REPAIR FRONT END DAMAGE CONSEQUENTIAL FROM MECHATRONICS DEFECT

99 CV 0.00 0.00 0 0 0.00 0.00

1 1K0-010-328-J STICKER 100 200 0 2.00 2.00 2.00

1 100-807-049-A PIECE 990 1980 0 19.80 19.80 19.80

1 100-807-050-A PIECE 990 1980 0 19.80 19.80 19.80

1 100-853-651-N WAD 12000 20000 0 200.00 200.00 200.00

1 100-823-031-J HOOD 23700 39500 0 395.00 395.00 395.00

1 100-823-480 HOOK 1950 3900 0 39.00 39.00 39.00

1 100-805-588-A-989 15600 26000 0 260.00 260.00 260.00

1 100-807-889 PIECE 990 1980 0 19.80 19.80 19.80

SUBL NASH AUTO BODY REPAIR

CV 1757.48 1757.48 1757.48 1757.48

C CUST REQ AUDI LOANER AS PER PEDRO MARTIN

DAR DONE AS PER REQUEST

99 CV 0.00 0.00 0 0 0.00 0.00

D CUST STATUS DMS

D CHECKED AND SET TIRE PRESSURES

10 CV 0.18 0.00 0 0 0.00 0.00

14319 CHECK &amp; ADJUST TIRE PRESSURES

E PERFORM COMPLIMENTARY MULTI POINT INSPECTION

INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION

99 CV 0.00 0.00 0 0 0.00 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

FAX TO. 248-754-6504

Case 90154696

93763

3 3 9 8 3

**JACK DANIELS  
MOTORS INC.**

\*ACCOUNTING\*

SERVICE &amp; PARTS CENTER

16-01 McBride Avenue

Fairlawn, NJ 07410

DUPLICATE 1

Porsche: (201) 398-1210 Audi: (201) 398-1212

PAGE 2

Volkswagen: (201) 398-1220

Parts: (201) 398-1209

SERVICE ADVISOR: 110 MICHELLE MCNAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	08	VOLKSWAGEN N	WVWBA71F18V		14318/14319	T7205
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	PAYMENT	INV DATE
28APR08 IS			17:30 28JUL09		CASH	24AUG09

R.O. OPENED

READY

OPTIONS:

STK:859V08 ENG:2.0 Liter F.I. Turbo

08:04 28JUL09

11:14 24AUG09

TRN:AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
EST	20	00		28JUL09	08:05	SA	110				

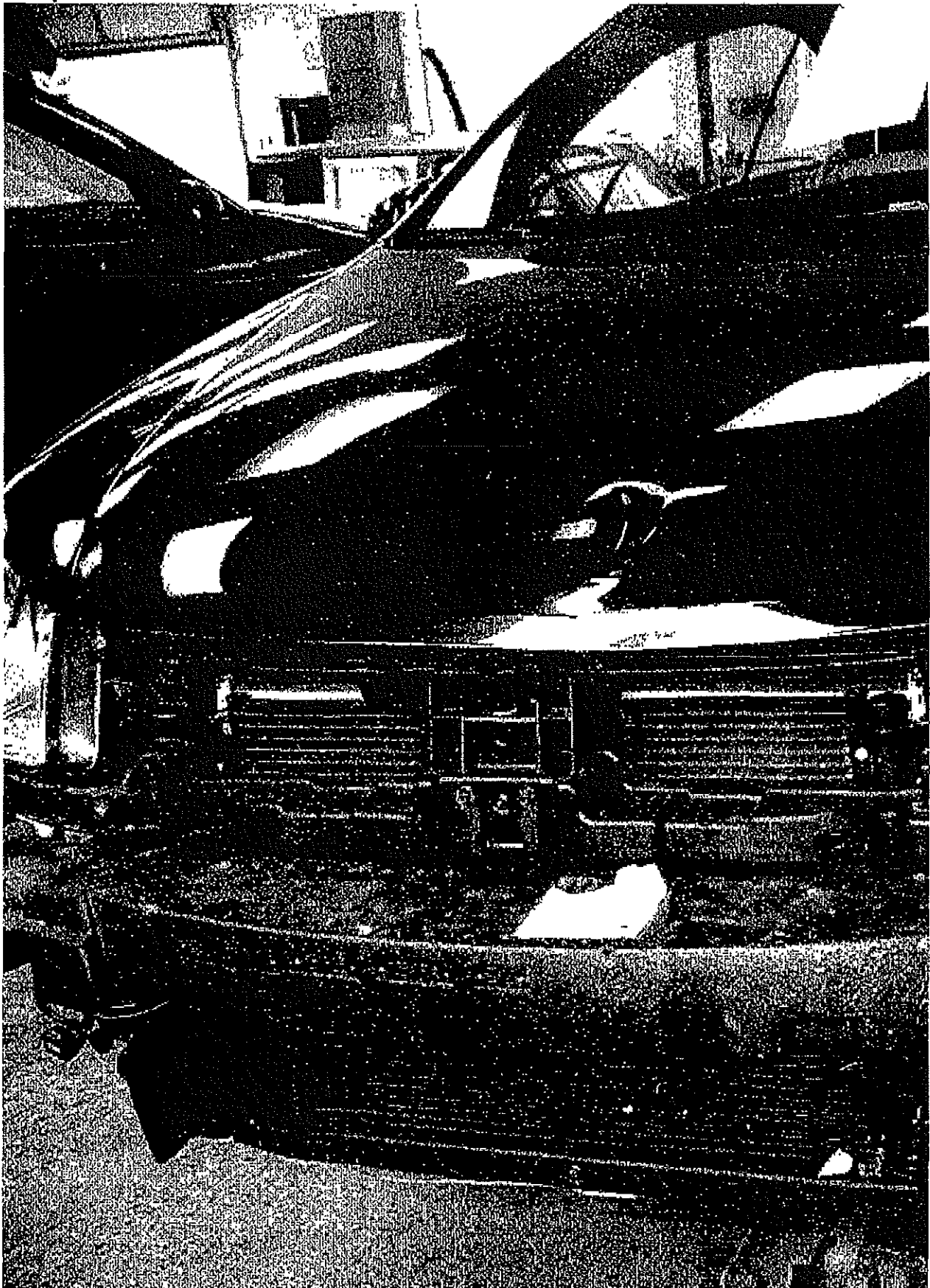
DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-14-09	08:35	08:35	0:00	W	99	A	
	09:52	10:03	0:18	W	10	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4401	0	0		4701	955.40	563.20	
44912	175748	175748		1188B	271288	*****	

COST, SALE, &amp; COMP TOTALS 232068 271288 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	955.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	1757.48
MISC. CHARGES	0.00
TOTAL CHARGES	2712.88
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2712.88

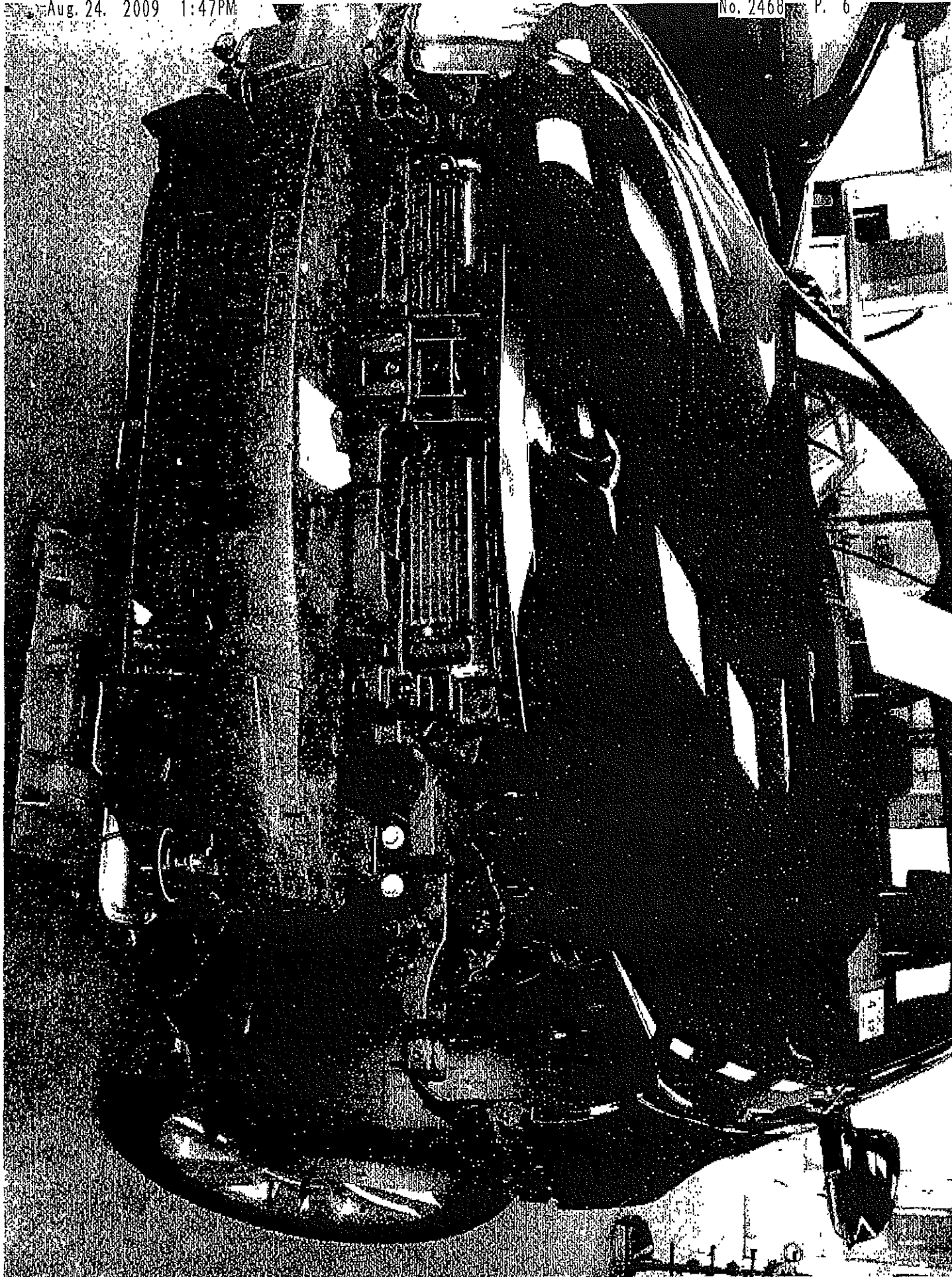
ACCOUNTING COPY











Jul. 17. 2009 8:18AM

**JACK DANIELS  
MOTORS, INC.**

Service & Parts Center  
16-01 McBride Avenue  
Fair Lawn, NJ 07410-2800

PORSCHE



No. 1369 P. 1/4

Porsche (201) 398-1210 • Audi (201) 398-1212 • Volkswagen (201) 398-1220  
Fax (201) 475-8666

# Fax

DATE: 07/17/09  
TO : GREG PETERS  
FROM: PEDRO MARTIN  
Re : [REDACTED] [REDACTED]

PAGE 1 of 3

---

07/14/2009 at 05:43 PM  
55490

Job Number:

NASH PARK AUTO BODY INC.  
 License #:00187A Federal ID #:222918815  
 630 Laxington Ave.  
 Clifton, NJ 07011  
 (973)772-8117 Fax: (973)772-9514

UNRELATED PRIOR DAMAGE  
 (Information Only)

Written By: CRAIG BORBAS #ACCESS  
 Adjuster:

Insured:

Address:

Day:

Evening:

Inspect  
 Location:

Insurance  
 Company:

Claim #

Policy #

Deductible:

Date of Loss:

Type of Loss:

Point of Impact:

Days to Repair

2008 VW EOS 4-2.0L-T 2D CNVT Int:

VIN: WVWBA71F18V

Lic:

Prod Date:

Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Telescopic Wheel	Intermittent Wipers
Keyless Entry	Alarm	Message Center
Body Side Moldings	Dual Mirrors	Console/Storage
Power Convertible Top	Traction Control	Stability Control
Fog Lamps	Signal Integrated Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Heated Mirrors
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Auxiliary Audio Connectio
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
Head/Curtain Air Bags	Front Side Impact Air Bag	4 Wheel Disc Brakes
Positraction	Cloth Seats	Bucket Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER & GRILLE				
2	R&I	R&I bumper cover			1.4	
3*	Rpr	Bumper cover			1.5	2.6
4		Add for Clear Coat				1.0
5	Repl	Upper grille	1	194.87	0.4	
6	Repl	Emblem	1	38.92	Incl.	
7		FRONT LAMPS				
8	R&I	LT Headlamp assy			0.4	
9		HOOD				



07/14/2009 at 05:43 PM  
55490

Job Number:

UNRELATED PRIOR DAMAGE  
2009 VW EOS 4-2.0L-T 2D CNVT Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
10	Repl	Hood to VIN 1F8035000	1	431.78	1.3	2.6
11		Add for Clear Coat				1.0
12		Add for Underside(Complete)				1.3
13		Add for Clear Coat				0.3
14	Repl	Safety catch	1	33.40	Incl.	
15		FENDER				
16	Blnd	RT Fender				1.0
17	Blnd	LT Fender				1.0
18		MISCELLANEOUS OPERATIONS				
19*	Repl	Cover car/bag	1	7.50	0.2	
20#		FLEX ADDITIVE	1	12.00		
21#		HAZARDOUS WASTE	1	4.00		
22#		CLEAN FOR DELIVERY	1	15.00		
23#		MASK RECESSED JAMS	1	6.00	0.5	
24#		COLOR SAND AND POLISH	1			1.0
Subtotals ==>				743.47	5.7	11.8

Parts		743.47
Body Labor	5.7 hrs @ \$ 52.00/hr	296.40
Paint Labor	11.8 hrs @ \$ 52.00/hr	613.60
Paint	11.8 hrs @ \$ 28.00/hr	330.40
Body Supplies	3.4 hrs @ \$ 2.00/hr	6.80
SUBTOTAL		\$ 1990.67
Sales Tax	\$ 1990.67 @ 7.0000%	139.35
GRAND TOTAL		\$ 2130.02

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

07/14/2009 at 05:43 PM  
55490

Job Number:

**UNRELATED PRIOR DAMAGE**  
2008 VW EOS 4-2.0L-T 2D CNVT Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERA9290, CCC Data Date 05/14/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2009 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

All Customer Contacts for: Ms. [REDACTED]

06/22/2009 03:38:49 PM PETERSG Case: 090154696

Call To Owner - Ms. [REDACTED]

(RC sees in the previous note that it appears the customer thinks we are avoiding her). RC called the customer to explain that RC has no problem speaking with her. RC explained that we wanted to do some leg work so that we had something to discuss, as we know what it is that she is claiming and we know she would like us to pay for the body repairs. RC provided a status update and let her know that we will call her back with direction by Wednesday at the latest. Customer thanked.

06/22/2009 03:31:33 PM JONESTR Case: 090154696

Assigned To Eastern - unassigned

Customer requesting not to be contacted on Tuesday, please call on Wednesday. Wait level 2.

06/22/2009 03:27:43 PM JONESTR Case: 090154696

Return To Owner - [REDACTED]

CO advised customer at this time concerns and request will be looked into, and customer will receive a follow-up call on Tuesday 06/23/09 to advise of next course of action. Customer states that what the problem is with VW, no one at the dealer wants to talk about the concern, and now same treatment except for CO. Customer states actually this has been going on for 3 weeks now because she never get a day off and she takes care of her sister with cancer and this is the only day she can pursue this issue. Customer states there is no way she can answer any calls or speak with anyone on tomorrow, because of the tight schedule. Customer states please have Rep. call on Wednesday 06/24/09. CO apologized for concern and advised records will reflect call back on Wednesday. CO to escalate case.

06/22/2009 03:20:32 PM PETERSG Case: 090154696

Call To Dealer Service Mgr - Pedro Martin @ Jack Daniels Motors, Inc. (408252)

06/22/2009 03:20:17 PM PETERSG Case: 090154696

Voice Mail To Product Liaison - Chris Lewis

RC LVMM for PL, explaining the customer's allegations and asked for direction. RC to wait for PL's response.

06/22/2009 03:17:35 PM JONESTR Case: 090154696

Return To Owner - [REDACTED]

06/22/2009 03:16:31 PM PETERSG Case: 090154696

Call From Associate - Traci Jones

RC advised that VW will research her request for cost assistance on the body repairs and call her back tomorrow with our response. RC to call PL.

06/22/2009 03:14:42 PM JONESTR Case: 090154696

Call To Level 2 / Exec - Greg

CO spoke with RC/Greg advised of previous notes. RC states to inform customer request will be looked into and customer will receive a follow-up call tomorrow. CO inquired if RC wanted to speak with customer as escalation process show call should be transferred live. RC states advising CO of what to tell customer. CO to return to owner.

All Customer Contacts for: Ms. [REDACTED]

06/22/2009 03:04:29 PM JONESTR Case: 090154696

Call From Owner - [REDACTED]

Customer states: 2nd VW, maintained at dealer 408252. Customer states vehicle was having a terrible surging concern, with the vehicle jumping forward. Customer states took the vehicle in for diagnosis to dealer 408252 DP experienced the concerns was advised the mechatronic needs to be replaced, but it will take 6-8 weeks to get the part. Customer states asked if it was safe to drive the vehicle, and customer was informed yes. Customer states while arriving to work before part came in while attempting to park the vehicle surged forward and customer hit the lamp post. Customer states called dealer 408252 to advise of the concern and she was informed to contact CCC, also within 3 days of her call the part was available for repairs within the next three days. Customer states now she is being advised to contact her insurance company for body repairs, but feels since a VW part caused the surging and dealer 408252 advised customer she can continue to drive she is seeking VW to cover repairs, customer states she was not injured but very scared. CO advised all information has been documented, and call will be transferred to Rep. that will be able to look into customer concerns. CO to call level 2.

03/25/2009 01:20:08 PM HAWLEYD Case: 090075510

Call To Dealership Personnel - Alex (parts) @ Jack Daniels Motors, Inc. (408252)

Parts advisor advised that they this vehicle was hit in the rear and it ended up needing a trunk lid, tail lights and a rear body panel. Parts advisor advised that the customer went to the independent body shop Classic auto body. Parts advisor advised that the majority of the parts were ordered on 1/7/09 and arrived and were sent over to the independent on 1/9/09, except the rear body panel that was ordered on 1/12/09 and arrived on 1/28/09 and was sent over to the independent on 1/29/09. No further action.

03/25/2009 12:00:36 PM HAWLEYD Case: 090075510

Assigned To RCM - Eastern - HAWLEYD

Assigned for handling.

03/25/2009 10:59:36 AM YOUNGLI Case: 090075510

Assigned To RCM - Eastern - CCC

Customer was seeking assistance with a remaining bill for rental of vehicle, after she had a non warranty related accident, Customer was denied. RCM to review.

03/25/2009 10:47:30 AM YOUNGLI Case: 090075510

Call From Owner - [REDACTED]

Customer stated, her vehicle was in an accident that was due to ice. vehicle was taken to Dealer 408252 on 1/5/09, Dealer had vehicle sent to their body shop, it took 2 months for the vehicle parts to come in, in the mean time had to lease a vehicle. insurance company paid for 30 days at \$25 per day, now Customer has a \$800 bill remaining, seeking to get assistance with the cost of the \$800 rental fee remaining. CO advised, the NVLW 4/50K WCF, for manufacture shortcomings, accident was not related to a warranty related concern, although there was a parts delay, cannot assist with cost of rental vehicle. Customer stated, she is very disappointed, she will never purchase another VW vehicle from Dealer 408252. CO to assign to RCM.

03/06/2004 04:01:17 AM CR\_BATCH Case: 040059223

Note To User - HARRISRO

Check # 70656028 for amount \$ 401.60 mailed on 03/05/2004

03/02/2004 04:50:25 PM NEWCOMA Case: 040059223

Call From Owner - Ms [REDACTED]

Customer seeking an update on her reimbursement. CA advised customer we have received her information and we are reimbursing her in the amount of \$401.60. Customer states that is not what she was asking for. CA advised customer that she had other repairs that are not related to the WR that we would be unable to reimburse her for. Customer concerns addressed. pending check.

All Customer Contacts for: Ms. [REDACTED]

03/01/2004 08:46:42 AM HARRISRO Case: 040059223

Assigned To VW Special Project - HARRISRO

Generated check request: 3VWSC29M7XM001815 VW to reimburse customer 100% part and labor for mass air flow sensor repair under WR, total \$401.60. Case pending check.

02/27/2004 02:47:32 PM KASSAB Case: 040059223

Note From Owner - [REDACTED]

Received mail from Customer dated 12/19/2003. Customer provided original Repair Order which was open and closed on 3/5/2002, 49,836 miles, Customer had the mass air flow sensor replaced at Dealer 408245. Repair Order states that Customer was charged \$126.00 in labor (1.5 hours @ \$84/hr), \$260.00 in parts, \$15.60 in tax, totaling \$401.60. VW to reimburse customer 100% p/l for mass air flow sensor repair, totaling \$401.60 under WR warranty extension. CA to submit check request.

02/26/2004 05:05:06 PM KASSAB Case: 040059223

Assigned To VW Special Project - KASSAB

02/05/2004 09:41:38 AM JACKSOA Case: 040059223

Attached Mail From Owner - [REDACTED]

12/01/2003 12:09:00 PM VANBURM Case: 030548231

Call From Owner - Ms. Susan DeLuca

Customer states original owner and current mileage is about 72K. Customer states she received mass air flow sensor warranty extension. Customer states she had the mass air flow sensor replaced at 42K miles. Customer states she would like to know campaign code and if she needs to send original paperwork. CR advised campaign code is WR and she has to send originals. Customer acknowledged. Customer concerns addressed.

05/24/2000 12:00:00 AM CP\_BATCH Case: 000387929

Call To Owner - SUSAN DELUCA @ Crestmont Volkswagen (408245)

Customer: [REDACTED] Service Advisor: 71  
Technician: 54 Repair Order: 62223 Comments: THE CUSTOMER RECIEVED SERVICE AT CRESTMONT TOYOTA NOT LAKE LAND. FREE OIL CHANGES WOULD BETTER THE EXPERIENCE.

**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	139
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05170
<b>Sales Model</b>	1F77V3	<b>Prod Date</b>	01/16/2008	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UV
<b>Exterior Color</b>	UNKOWN	<b>A/C Installed</b>		<b>Deliver POE</b>	UV
		<b>Source</b>	US Delivery from Europe		
<b>Interior Color</b>	UNKNOWN	<b>Engine#</b>	BPY 215441		
<b>In Service Date</b>	04/30/2008			<b>Expires</b>	<b>Miles</b>
<b>Demo Ext Num</b>		<b>Base Warranty</b>	04/2012		50
<b>Addl Wrnty Num</b>		<b>Demo Warranty</b>			0
<b># Claims</b>	2 \$1,686.00	<b>Addl Warranty</b>			0
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	408284	East Coast Volkswagen			
<b>Billed To</b>	408284	East Coast Volkswagen			
<b>Sales Options</b>	4A3,PIT				
<b>Factory Options</b>	4A3,PIT				

**Purchase History**

Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
408252	Jack Daniels Motors, Inc.	04/30/2008	New	Susan DeLuca

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
408252	Jack Daniels Motors, Inc.	30453AC	W2	3511	Mechatronic	2009/06/04	\$1,624.00	12,000	Miles	200924	98
408252	Jack Daniels Motors, Inc.	28176AC	W2	4432	Wheel electronics	2009/05/08	\$62.00	10,000	Miles	200920	99

## Lewis, Chris

---

**From:** Asmussen, Jeff  
**Sent:** Wednesday, June 03, 2009 8:26 AM  
**To:** Lewis, Chris  
**Cc:** Lindsay, Brian; Gelfusa (Cramer), Bonnie; Gonzalez, Jaime; Prentice, Melinda  
**Subject:** RE: Customer [REDACTED] case #90095128  
**Attachments:** RE: Customer [REDACTED] case #90095128

- 1) The reasons it was not covered by us at the dealer level prior to your payment authorization is one reason why I sent the message
- 2) The customer probably will not take yesterday's explanation that his performance complaint "is an operating characteristic" that is normal and cannot be eliminated
- 3) I wanted to be sure when he escalates you and Customer Care have the information necessary to justify why we are declining any further repairs to transmission and that an alternative shift pattern is available on his normally equipped vehicle to eliminate the perceived "hesitation" without warranty repairs.

*Jeff Asmussen*

*AREA 29 FOM*

*281.861.8337*

*The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the intended Volkswagen addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received or believe you may have received this communication in error, please notify the sender immediately at (281)861.8337*

**Lewis, Chris**

---

**From:** Asmussen, Jeff  
**Sent:** Wednesday, June 03, 2009 6:24 AM  
**To:** Lewis, Chris  
**Cc:** Lindsay, Brian; Gelfusa (Cramer), Bonnie; Gonzalez, Jaime  
**Subject:** Customer [REDACTED] case #90095128

Chris, I have been informed that your office chose to pay for rear-end-collision repairs to this customer's car allegedly sustained due to a manufacturing defect in the transmission or engine.

In that context, I feel it is appropriate to inform you that I did not allow dealership to pay for those same repairs due to the fact that the transmission "defect" the consumer alleges has no bearing on the performance in reverse gear whatsoever. Further, the Quality Technical Manager, Technicians and Service Manager have had no success duplicating the consumer's alleged performance defect given weeks of driving in the same conditions customer describes.

My QTM, Jaime Gonzalez, met with the customer again yesterday to drive the vehicle and have him attempt to duplicate his concerns. At that time, customer did describe the conditions under which his alleged defect occurs (in more detail than previous encounters) as a "rolling stop" under ten miles per hour. Our QTM was able to then simulate those conditions multiple times and repeat customer's description of performance attributes. The transmission and engine, under those specific conditions, performs like many previous and current generation Volkswagen-vehicles design intent.

At those speeds and in "drive" mode, the engine has little rpm or torque and if asked to accelerate briskly, must shift the transmission down a gear and / or gain sufficient RPM in current gear to establish sufficient torque to accelerate "briskly." If the vehicle under identical conditions is driven in "Sport" mode, the shift programs differ sufficiently and by design intent to maintain lower gears and higher RPM's enabling more robust acceleration capabilities and a higher driver perception of acceleration response.

At no time was or is the vehicle unsafe or fail to accelerate in either gear. Only the perception of acceleration robustness changes. This was and remains the design intent, enabling the consumer who chooses to drive the vehicle this way to adapt the shift program to Sport mode thereby enabling a perception of acceleration responsiveness closer to what the consumer expects under these unique driving conditions.

There are no repairs possible, no parts replacements or shift programs/bulletins to change this design intent at this time. As such, we have declined any and all further attempts to respond to the consumer's wishes to find defective parts or workmanship requiring repairs.

This consumer I am informed, works for Mustang Engineering as an engineer. That may provide him access to competitor's automotive designs upon which he bases his complaints. Regardless, this consumer will not relent in his quest for repairs. Given no defective design or parts, we will be unable to achieve his goals. He can choose to have his daughter who is the predominant driver drive in sport mode around town until reaching highway driving and not experience the alleged defect again.

We felt you needed to be aware of these issues and our technical inspections given the consumer's preferences to remain committed to his principles that a design defect exists that can be repaired or parts replaced.

*Jeff Asmussen  
AREA 29 FOM  
281.861.8337*

*The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the intended Volkswagen addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be*





# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWCS88936

VWCS88936



0101VWCS88936

CELL: [REDACTED]

CUSTOMER NO. <b>28459</b>	ADVSR <b>JOE SERAWAN</b>	4121	TAG NO. <b>3697</b>	INVOICE DATE <b>04/17/09</b>	INVOICE NO. <b>VWCS88936</b>
[REDACTED]	LABOR RATE <b>96.00</b>	[REDACTED]	MILEAGE <b>9,451</b>	COLOR <b>CANDY WHITE</b>	STOCK NO. <b>208032</b>
	YEAR / MAKE / MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>			DELIVERY DATE <b>02/25/08</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>W V W F A 7 1 F 5 8 V</b>			SELLING DEALER NO. <b>425047</b>	PRODUCTION DATE <b>01/11/08</b>
	P.T.E. NO.	P.O. NO.		I.O. DATE <b>04/13/09</b>	
	COMMENTS				

MO: 9455

## JOB# 1 CHARGES

LABOR  
J# 1 51VWZ BODY ELECTRICAL TECH(S):4176  
CUSTOMER STATES THE VEHICLE HAS A DELAY FROM STOP IN DRIVE 0  
OR REVERSE, THEN SLAMS INTO GEAR  
REPLACED THE VALVE BODY PER QTM  
AFTER REPAIR SET BASIC SETTING FOR MODULE AND ROADTEST  
VEHICLE

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		02E-325-025-AD-ZOE	MECHATRON.		
	6		G-052-182-A2	GEAR OIL		
	1		02E-321-371-E	GASKET		
	10		N-105-540-02	SCREW		

TOTAL - PARTS

WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY

0.00

## JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

## JOB# 2 CHARGES

LABOR  
J# 2 00VWZ27PT 27 POINT INSPECTION TECH(S):4176  
PERFORM FREE 27 POINT INSPECTION  
ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY  
PERFORMED 27 POINT INSPECTION  
CUSTOMER DECLINED  
ALL ESTIMATES VALID FOR 30 DAYS

WARRANTY

## JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

## JOB# 3 CHARGES

LABOR  
J# 3 70VWZ03 RENTAL TECH(S):4176  
LOANER

WARRANTY

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION
	7112	392777534	04/13/09	392777534	BUDGET

TOTAL - SUBLET

WARRANTY  
0.00

## JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

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

COMMENTS  
DROVE IN



# WEST HOUSTON VOLKSWAGEN

VWCS88936

VWCS88936

 17113 Katy Freeway  
Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com



0101VWCS88936

CELL: [REDACTED]

CUSTOMER NO. <b>28459</b>	ADVISOR <b>JOE SERAWAN</b>	4121	TAG NO. <b>3697</b>	INVOICE DATE <b>04/17/09</b>	INVOICE NO. <b>VWCS88936</b>
[REDACTED]	LABOR RATE <b>96.00</b>	LICENSE NO. [REDACTED]	MILEAGE <b>9,451</b>	COLOR <b>CANDY WHITE</b>	STOCK NO. <b>208032</b>
KATY, TX [REDACTED]	YEAR / MAKE / MODEL <b>08/VOLKSWAGEN/E05/CONV</b>	DELIVERY DATE <b>02/25/08</b>		DELIVERY MILES	
steve.harvey@mustangeng.com	VEHICLE ID. NO. <b>W V W F A 7 1 F 5 8 V</b>	SELLING DEALER NO. <b>425047</b>		PRODUCTION DATE <b>01/11/08</b>	
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE <b>04/13/09</b>		
COMMENTS					MO: 9455

## TOTALS

 \*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE:  
 \* 08/10/2009 / 12172 MI 00VWZ4CYL OIL/FILTER CHANGE 4C  
 \*\*\*\*\*

 \*\*\*\*\*  
 \*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

 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

TOTAL INVOICE \$ 0.00

 THANK YOU FOR YOUR BUSINESS  
 WE STRIVE FOR "EXCELLENCE."  
 PLEASE RATE US "EXCELLENT" ON ALL SURVEYS.  
 IF YOU ARE UNABLE TO RATE US "EXCELLENT"  
 PLEASE CONTACT US IMMEDIATELY.  
 WE APPRECIATE YOUR BUSINESS.

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

# Volkswagen of America, Inc.

## Funds Request Memo

Requestor: Chris Lewis

File Name:

Date: 05/26/09

File #: 090095128 - Transmission

VIN: WVWFA71F58V

Initial Request: ☒

Subsequent Request: ☐

Vehicle Repurchase: Yes ☐ No ☐

Vehicle Returned: (for resale) Yes ☐ No ☐

Salvage: Yes ☐ No ☐

Please issue a check for the above listed vehicle in the amount of: \$3,776.95

Payable to:

Name: West Houston Volkswagen (425-047)

Street: 17113 Katy Freeway

City / State: Houston, TX 77094

Technical Comments / Comments:

Repair of body damage and rental due to faulty valve body

Photographs Provided: ☐

Inspection Report Provided: ☐

Authorized Signature:

Date: 05/26/09

Please submit check to: West Houston VW (425-047)



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS89622

VWWS89622



0101VWWS89622

CELL: [REDACTED]

CUSTOMER NO <b>28459</b>	ADVISOR <b>JOE SERAWAN</b>	4121	TAG NO. <b>1350</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>VWWS89622</b>
[REDACTED]	LABOR RATE <b>89.50</b>	[REDACTED]	MPLEAGE <b>9,489</b>	COLOR <b>CANDY WHITE</b>	STOCK NO. <b>208032</b>
	YEAR / MAKE / MODEL <b>08 / VOLKSWAGEN / EOS / CONV</b>			DELIVERY DATE <b>02/25/08</b>	DELIVERY MILES
	VEHICLE ID. NO. <b>W V W F A 7 1 F 5 8 V</b>			SELLING DEALER NO. <b>425047</b>	PRODUCTION DATE <b>01/11/08</b>
	F.T.S. NO.			R.O. DATE <b>05/05/09</b>	
steve.harvey@mustangeng.com					
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	
[REDACTED]		[REDACTED]		MO: 9489	

## JOB# 1 CHARGES

## LABOR

J# 1 61VWZ EXTERIOR TRIM HOURS: TECH(S):4148  
 TECH# DATE START FINISH ACT TIME DESCRIPTION  
 4148 05/05/09 0.00 0.00 0.00 0.00 ENTERED IN INVOICING  
 TOTAL TECH TIME 0.00 0.00

CUSTOMER STATES NEEDS BODY DAMAGE REPAIRED  
 REPAIRED AT MESZAROS

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 7375 42759 05/05/09 42759 MESZAROS 3596.93  
 7376 392778665 05/05/09 392778665 BUDGET 180.02

TOTAL - SUBLET 3776.95

## JOB# 1 TOTALS

SUBLET 3776.95

JOB# 1 JOURNAL PREFIX VWWS JOB# 1 TOTAL 3776.95

## JOB# 2 CHARGES

## LABOR

J# 2 00VWZ27PT 27 POINT INSPECTION HOURS: 0.00 TECH(S):4148  
 TECH# DATE START FINISH ACT TIME DESCRIPTION  
 4148 05/05/09 0.00 0.00 0.00 0.00 ENTERED IN INVOICING  
 TOTAL TECH TIME 0.00 0.00

PERFORM FREE 27 POINT INSPECTION  
 ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY  
 PERFORMED 27 POINT INSPECTION  
 CUSTOMER DECLINED  
 ALL ESTIMATES VALID FOR 30 DAYS

R/O TAX 0.00  
 R/O TOTALS 3776.95

CLAIM TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

APPROVED BY SIGNATURE

\*\*\*\*\*

PRE - INVOICE

\*\*\*\*\*

**Budget.**

Budget Rent A Car System, Inc.

CXXXXXXXXXXXX2769

1966 KATY FREEWAY

HOUSTON, TX, 77094, US

80180

 ))RETURN(( RA DOCUMENT 392778665  
 CAR# 0 3 1 8 4 0 5 3 BRP 8

 RENTED: 29APR09/1531 AT: KATY/HOUSTON, TX  
 RETURN: 05MAY09/15310 AT: KATY/HOUSTON, TX  
 DUE IN: 06MAY09/1531 AT: KATY/HOUSTON, TX

 PHONE: 281-398-4898 48CL69  
 RATE: 8Y/B TIME: 6 DY 0 HR

 MI OUT: 4907 MI IN: 5164  
 TOTAL MILES DRIVEN: 257  
 PLATE# TX PJP621 FUEL OUT: 8/8  
 GRV VOLK JET 4DR FUEL IN: 8/8

## \*\*\*\*\*OPTIONAL SERVICES\*\*\*\*\*

 LDM: 18.95/DAY DECLINED  
 PPE: 6.95/DAY DECLINED  
 EBP: 5.00/DAY DECLINED  
 SLI: 14.49/DAY DECLINED

 MIN 1 DAY  
 MAX 31 DAY  
 0 MI 0 .00  
 0 HR 0 15.11  
 6 DY 0 24.14 144.84  
 0 WK 0  
 0 MO 0

 METHOD OF PAYMENT: CASH 759  
 AUTH: R/0100/A L  
 DRIVERS LIC# USTXXXX2337  
 BCD# Y741400  
 REMARKS: VIN#3UWJM71K19M060359  
 RA DOCUMENT 392778665

 8Y/B 257PM  
 TIME & MILEAGE = 144.84  
 FUEL SERVICE: .3332/MI  
 6.959/GAL  
 \*REG/LIC FEE \$1.95/DY + 11.70  
 SUBTOTAL 136.54  
 TAX 15.000% + 23.48  
 TOTAL CHARGES 180.02

## RENT TO:

 BUDGET RENT A CAR SYSTEM, INC  
 14290 COLLECTIONS CENTER DRIVE  
 TAX ID # 421553246  
 CHICAGO, IL 60693

AMOUNT DUE: PAY CDP - 180.02

AMOUNT DUE CH USD 0.00

\*REIMB PROP TAX/TITLE/REG/LIC \$1.95/DY

 CUST NAME: HARVEY, KRISTIN  
 CLN/PO/RO: RO#89622 PON7376
THIS IS NOT  
AN INVOICE

NOTICES	BUDGET	NOTICES	BUDGET	NOTICES	BUDGET	NOTICES
***ALL CHARGES ARE SUBJECT TO AUDIT AND CHANGE IF ANY ERRORS ARE FOUND.				00-74 MILES \$18.50 FUEL FEE ADDED. TO REMOVE SHOW RCPT.		
***THANK YOU FOR RENTING FROM BUDGET.				X		
***MINIMUM CHARGE IS 1 DAY (24 HRS) PLUS MILEAGE.				I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS SHOWN ON THIS RENTAL DOCUMENT AND ON THE SEPARATE RENTAL DOCUMENT JACKET DELIVERED TO ME WITH THIS RENTAL DOCUMENT.		
***FUEL SERVICES ADD'L IF CAR IS RETURNED WITH LESS FUEL THAN WHEN RENTED.						
BCE0/1FE2/09125/10:47/0.						

 X  
 PREPARED BY: 18658 RENTAL #392778665  
 CLOSED BY: 29884



Complete Automotive Service • Auto Paint • Auto Body  
1110 Upland • Houston, Texas 77043  
(713) 973-1788 Fax (713) 973-0790



02011MMCB42759

CUSTOMER NO. <b>9138</b>	APR/BOR <b>CHARLES OTTESEN</b>	TAB NO. <b>60</b>	INVOICE DATE <b>05/04/09</b>	INVOICE NO. <b>MMCB42759</b>
	LABOR RATE	MILEAGE <b>9,476</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR/MAKE/MODEL <b>08/VOLKSWAGEN/EOS</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>W V W F A 7 1 F 5 8 V</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.C. NO.	R.O. DATE <b>04/20/09</b>	
PERSONAL PHONE	BUSINESS PHONE	COMMENTS		

MO: 9476

LABOR & PARTS  
J# 1 96SUZ BODY REPAIR TECH(S):71 571.20  
REPAIR PER INSURANCE ESTIMATE

J# 2 95SUZ BODY REFINISH TECH(S):65 634.20  
REFINISH PER INSURANCE ESTIMATE

SUBLET	PD#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	3065			05/04/09	IN# 148595	0.00
JOB # 1	3065			05/04/09	100827025EGRU LID	929.84
JOB # 1	3067			05/04/09	IN# 148595-1	0.00
JOB # 1	3067			05/04/09	100807863A STRIP	33.40
JOB # 1	3146			05/04/09	TOOL	17.55
JOB # 1	3190			05/04/09	IN# 148771	0.00
JOB # 1	3190			05/04/09	1008536758739 NAME PLATE	16.95
JOB # 1	3190			05/04/09	100853687739 NAME PLATE	24.32
JOB # 1	3065			05/04/09	4F5827505D LATCH	64.25
JOB # 1	3065			05/04/09	100827520A989 COVER	16.45
JOB # 1	3065			05/04/09	100807417KGRU COVER	625.12
TOTAL - SUBLET						1727.88

G.O.G. & SUPPLIES  
JOB # 2 1.0 PAINT AND MATERIALS @ 450.300 /UNIT TOTAL - GOG 450.30

MISC. CODE DESCRIPTION CONTROL NO.  
JOB # 1 FLEX FLEX ADDITIVE 12.00  
JOB # 1 CC CAR COVER 8.00  
JOB # 1 EPC E.P.C. 12.00  
TOTAL - MISC 32.00

**DISCLAIMER OF WARRANTIES**  
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Notice Pursuant to §70.001, Texas Property Code  
I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible



Complete Automotive Service • Auto Paint • Auto Body  
1110 Upland • Houston, Texas 77043  
(713) 973-1788 Fax (713) 973-0790



02011MMCB42759

CUSTOMER NO. <b>9138</b>	ADVISOR <b>CHARLES OTTESEN</b>	TAG NO. <b>60 1166</b>	INVOICE DATE <b>05/04/09</b>	INVOICE NO. <b>MMCB42759</b>
KATY, TX	LABOR RATE	MILEAGE <b>9,476</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08/VOLKSWAGEN/EOS</b>		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. <b>W V W F A 7 1 F 5 8 V</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>04/20/09</b>	
BUSINESS PHONE	COMMENTS			

MO: 9476

TOTALS--

\*\*\*\*\*  
\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.... 1205.40  
TOTAL PARTS.... 0.00  
TOTAL SUBLET.... 1727.88  
TOTAL G.O.G.... 450.30  
TOTAL MISC CHG. 32.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 181.35

TOTAL INVOICE \$ 3596.93

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Notice Pursuant to §70.001, Texas Property Code  
I am the person or Agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible



## Facsimile Transmission

To: Chris Lewis  
Location: Product Liaison  
Fax: 201-894-5498

Melinda Prentice Name  
Southern Regional Consultant Title  
Volkswagen Customer CARE Department  
248-754-3558 Phone  
248-754-6504 Fax  
<http://www.vw.com> E-Mail

4/17/09 Date

3 Total Pages

Re: Accident allegation case # 90095128

Chris,

Please call Greg with this one as I will be out of the office next week.

Thanks,  
Mindy Prentice  
VWOA-Customer Care

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48328  
Tel. +1 248 754 5000  
[www.vw.com](http://www.vw.com)

4/27- Still waiting for pictures but  
estimate and Repair order for  
valve body enclosed. Can we  
proceed without pictures? Rental  
coverage has also been requested.

Thanks,  
Mindy

CONFIDENTIALITY NOTICE: THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION WHICH IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE (YOU MAY CALL COLLECT), AND RETURN THE ORIGINAL MESSAGE TO THE SENDER BY U.S. POSTAL SERVICE. YOU WILL BE REIMBURSED FOR POSTAGE. THANK YOU.





Fax

Bob Cameron  
PL/EC

Mindy Prantice From  
Volkswagen Customer CARE Department  
248-754-3558 Phone  
248-754-6504 Fax  
Melinda.prantice@vw.com E-mail

4/17/09 Date  
2 Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WVF7A71F58V [REDACTED]  
Reference Number: 090095128

Volkswagen of America, Inc.  
Customer CARE  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +800-822-8887

Mr. [REDACTED]  
anytime  
[REDACTED]  
Katy, TX April 17, 2009 USA

Home [REDACTED]  
Business: [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeremy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty. Customer states they have no vehicle to drive.

Call to Service Manager: RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer



Seite 2

was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days.

Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Vitor Jesus - w/enclosure (fax: 248-754-6524)  
Bob Arturi - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)

Apr. 27. 2009 3:53PM  
04/21/2009 12:02 PM 18758257

WEST HOUSTON VOLKSWAGEN

Vo. 0623 P. 4  
NO. 432 P. 7

APR. 21. 2009 1:16PM MESZAROS MOTOR SPORTS

04/21/2009 at 01:52 PM  
18804

Job Number: 114

MESZAROS MOTOR SPORTS INC.  
Federal ID #:760321473  
WEST HOUSTON SUBARU AND VOLKSWAGEN BODY SHOP  
1110 Upland  
Houston, TX 77043  
(713) 973-1788 FAX: (713) 973-0790

PRELIMINARY ESTIMATE

Written By: Supervisor  
Adjuster:

Insured: WESTHOUSTON VW  
Owner: WESTHOUSTON VW  
Address:

Claim #  
Policy #  
Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact:

Day:  
Evening:

Inspect  
Location:

Insurance  
Company:

Days to Repair

2008 VW EOS LUXURY 4-2.0L-T 2D CNVT Int:

VIN: WVWFA71F58 Lic:

Prod Date:

Odometer:

Air Conditioning

Rear Defogger

Tilt Wheel

Cruise Control

Telescopic Wheel

Intermittent Wipers

Keyless Entry

Theft deterrent/Alarm

Parking Sensors

Message Center

Body side Moldings

Wood Interior Trim

Dual Mirrors

Console/Storage

Power Convertible Top

Traction Control

Stability Control

Fog Lamps

Signal Integrated Mirrors

Three Stage Paint

Power Steering

Power Brakes

Power Windows

Power Locks

Power Driver Seat

Power Passenger Seat

Power Mirrors

Heated Mirrors

AM Radio

FM Radio

Stereo

Search/Seek

CD Changer/Stacker

Auxiliary Audio Connectio

Satellite Radio

Anti-Lock Brakes (4)

Driver Air Bag

Passenger Air Bag

Head/Curtain Air Bags

Front Side Impact Air Bag

4 Wheel Disc Brakes

Positraction

Leather Seats

Bucket Seats

Heated Seats

Automatic Transmission

Overdrive

aluminum/Alloy Wheels

NO.	QTY	OF.	DESCRIPTION	EXT.	PRICE	LABOR	PAINT
1			TRUNK LID				
2	1	Repl	Lock	64.25		Incl.	
3	1	Repl	Lock cover	16.45		Incl.	
4#	1		CAR COVER	8.00			
5#	1		FLEX ADDITIVE	12.00			
6	1	Repl	Trunk lid from 11/06	929.84		2.6	2.8
7			Add for Three Stage				2.0

Apr. 27. 2009 3:54PM  
04/27/2009 12:06 FAX 2816758267

WEST HOUSTON VOLKSWAGEN

Vo. 0623 P. 5  
NO. 432 P. 3

APR. 21. 2009 1:16PM MESZAROS MOTOR SPORTS

04/21/2009 at 01:52 PM  
18804

Job Number: 114

PRELIMINARY ESTIMATE  
2008 VW EOS LUXURY 4-2.0L-T 2D CNVT Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
8		Add for Underside(Complete)				1.2
9	Repl	Nameplate "EOS"	1	24.32	0.2	
10	Repl	Nameplate "2.0T"	1	16.95	0.2	
11		REAR BUMPER				
12		O/H bumper assy			2.2	
13	Repl	Bumper cover w/park sensor	1	625.12	Incl.	2.4
14		Add for Three Stage				1.7
15		Add for distance ctrl			0.4	
16	Repl	support	1	33.40	Incl.	
17		REAR BODY & FLOOR				
18*	Rpr	Rear body panel			8.0	1.6
19		QUARTER PANEL				
20	Blnd	RT Quarter panel				1.7
21	Blnd	LT Quarter panel				1.7
22		REAR LAMPS				
23	R&I	RT Tail lamp assy			Incl.	
24	R&I	LT Tail lamp assy			Incl.	
25		OTHER CHARGES				
26#		H.P.C.	1	12.00		

Subtotals => 1742.33 13.6 15.1

Parts		1730.33
Body Labor	13.6 hrs @ \$ 42.00/hr	571.20
Paint Labor	15.1 hrs @ \$ 42.00/hr	634.20
Paint Supplies	15.1 hrs @ \$ 28.00/hr	422.80
Body Supplies	11.0 hrs @ \$ 2.50/hr	27.50
Other Charges		12.00

SUBTOTAL \$ 2398.03

Sales Tax \$ 2180.63 @ 8.2500% 179.90

GRAND TOTAL \$ 3577.93

ADJUSTMENTS:

Deductible 0.00

CUSTOMER PAY \$ 0.00

INSURANCE PAY \$ 3577.93

APR. 21. 2009 1:16PM MESZAROS MOTOR SPORTS

04/21/2009 at 01:52 PM  
18804

Job Number: 114

PRELIMINARY ESTIMATE  
2008 VW EOS LUXURY 4-2.0L-T 2D CNVT Int;

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide BRA9290, CCC Data Date 03/02/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AN, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Second. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2009 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8563 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWCS88936

VWCS88936



01011VWCS88936

CELL: [REDACTED]

CUSTOMER NO. <b>28459</b>	ADVISOR <b>JOE SERAWAN</b>	4121	3697	INVOICE DATE <b>04/17/09</b>	INVOICE NO. <b>VWCS88936</b>
[REDACTED]	LABOR RATE <b>96.00</b>	[REDACTED]	SALE PRICE <b>9,451</b>	COLOR <b>CANDY WHITE</b>	STOCK NO. <b>208032</b>
KATY, TX [REDACTED]	YEAR/MAKE/MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>			DELIVERY DATE <b>02/25/08</b>	DELIVERY MILES
steve.harvey@mustangeng.com	VEHICLE ID NO. <b>W V W F A 7 1 F 5 8 V</b>			SELLING DEALER NO. <b>425047</b>	PRODUCTION DATE <b>01/11/08</b>
[REDACTED]	R.T. NO.	R.O.		R.O. DATE <b>04/13/09</b>	
COLENTS				MO: 9455	

## TOTALS:

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE:  
 \* 08/10/2009 / 12172 MI 00VWZ4CYL OIL/FILTER CHANGE 4C  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ]  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE  
 \*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS  
 WE STRIVE FOR "EXCELLENCE."  
 PLEASE RATE US "EXCELLENT" ON ALL SURVEYS.  
 IF YOU ARE UNABLE TO RATE US "EXCELLENT"  
 PLEASE CONTACT US IMMEDIATELY.  
 WE APPRECIATE YOUR BUSINESS.

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway  
Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257  
www.westhoustonvw.com

VWCS88936

VWCS88936



0101VWCS88936

CELL: [REDACTED]

CUSTOMER NO. <b>28459</b>	ADVISOR <b>JOE SERAWAN</b>	4121	TRD NO. <b>3697</b>	INVOICE DATE <b>04/17/09</b>	INVOICE NO. <b>VWCS88936</b>
[REDACTED]	LABOR RATE <b>96.00</b>	[REDACTED]	MILEAGE <b>9,451</b>	COLOR <b>CANDY WHITE</b>	STOCK NO. <b>208032</b>
KATY, TX	YEAR/MAKE/MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>			DELIVERY DATE <b>02/25/08</b>	DELIVERY MILES
	VEHICLE NO. <b>W V W F A 7 1 F 5 8 V</b>			DEALER/DEALER NO. <b>425047</b>	PRODUCTION DATE <b>01/11/08</b>
steve.harvey@mustangeng.com	R.T.E. NO.		R.D. NO.	R.O. DATE <b>04/13/09</b>	
[REDACTED]	COMMENTS				

MO: 9455

## JOB# 1 CHARGES

## LABOR

# 1 61VWZ

BODY ELECTRICAL

TECH(S):4176

WARRANTY

CUSTOMER STATES THE VEHICLE HAS A DELAY FROM STOP IN DRIVE 0  
OR REVERSE, THEN SLAMS INTO GEAR  
REPLACED THE VALVE BODY PER QTH  
AFTER REPAIR SET BASIC SETTING FOR MODULE AND ROADTEST  
VEHICLE

PARTS	QTY	FR. NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	02E-325-025-AD-ZOE	MECHATRON.		
	6	G-052-182-A2	GEAR OIL		
	1	02E-321-371-E	GASKET		
	10	N-105-640-02	SCREW		
				TOTAL - PARTS	0.00

WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY

## JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

## JOB# 2 CHARGES

## LABOR

# 2 00VWZ27PT

27 POINT INSPECTION

TECH(S):4176

WARRANTY

PERFORM FREE 27 POINT INSPECTION  
ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY  
PERFORMED 27 POINT INSPECTION  
CUSTOMER DECLINED  
ALL ESTIMATES VALID FOR 30 DAYS

## JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

## JOB# 3 CHARGES

## LABOR

# 3 70VWZ03

RENTAL

TECH(S):4176

WARRANTY

LOANER

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
	7112	392777634	04/13/09	392777634 BUDGET
				TOTAL - SUBLET

WARRANTY  
0.00

## JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

## ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF 50.00 (+TAX)

COMMENTS  
DROVE IN



17113 KATY FREEWAY  
HOUSTON, TX 77094  
281-675-8600  
FAX- 281-675-8257

**WEST HOUSTON  
VOLKSWAGEN**

# Fax

**To:** KATHY FOX

**From:** LAURA KYDD

**Fax:** 248-754-6504

**Pages:** 3

**Phone:**

**Date:** 4/22/2009

**Re:** [REDACTED]

**CC:**

☐ **Urgent**    ☐ **For Review**    ☐ **Please Comment**    ☐ **Please Reply**    ☐ **Please Recycle**

• **Comments:**

All Customer Contacts for: Mr. [REDACTED]

04/20/2009 05:02:15 PM      FOXK1      Case: 090095128

Call To Spouse - Ms. [REDACTED]

ES advised we are researching her requests, we have sent the information provided by the dealer to our PL group to research, the dealer replaced the valve body and this has corrected the concern, the vehicle is ready, we will have an update by Thursday at the latest. Customer understood, but felt we were maybe waiting on an update to the software. ES advised of not being aware of this. ES wait for PL.

04/20/2009 04:58:36 PM      FOXK1      Case: 090095128

Voice Mail To Product Liaison - Chris

ES seeking an update. ES call customer.

04/17/2009 04:48:55 PM      PRENTIM      Case: 090095128

FAX To Product Liaison - Chris Lewis

RC faxed incident report to PL based on customer and dealer conversation in notes. Wait PL.

04/17/2009 04:48:31 PM      PRENTIM      Case: 090095128

Assigned To Southern - PRENTIM

RC to review with PL.

04/17/2009 04:40:15 PM      ZIEHMEC      Case: 090095128

Assigned To Southern - CCC

Please note customer alleges accident due to hesitation. RC to further research.

04/17/2009 04:12:46 PM      ZIEHMEC      Case: 090095128

Call To Dealer Service Mgr - James @ West Houston Volkswagen (425047)

RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days. RCM to assign to level 2 as this is an alleged accident.

04/17/2009 03:41:44 PM      ZIEHMEC      Case: 090095128

Assigned To RCM - Southern - BALDWIA

Assigned for handling.

04/17/2009 03:32:40 PM      SHEARDA      Case: 090095128

Assigned To RCM - Southern - CCC

Customer states that the vehicle has been to dealer 425047 three to four times for a hesitation concern, and had been advised that the dealership is waiting on a program to address this; Customer states that the vehicle had this concern and hit a basket ball goal and now she is being advise that the concern will not be covered; Customer is seeking to either the vehicles hesitations concern and the damage to the rear of the vehicle to be addressed at no cost to her or she wants us to take this vehicle back and give her the \$5k she put down as a deposit. RCM to evaluate and follow up with customer by Mon., 004/20/2009 on her cell, [REDACTED]. RCM to evaluate.

All Customer Contacts for: Mr. [REDACTED]

04/17/2009 03:16:58 PM SHEARDA Case: 090095128

Call From Spouse - Ms. [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeremy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty; advised that because of the nature of her concern CO is going to assign this case to a RCM to evaluate; advised that CO is not setting any false expectations and that the RCM will follow up by Mon., 04/20/2009 before the close of business. Customer states they have no vehicle to drive. CO advised of our rental policy and advised customer to contact the dealership for assistance. CO to assign to RCM to evaluate.

**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	290
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05167
<b>Sales Model</b>	1F79V3	<b>Prod Date</b>	01/11/2008	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UH
<b>Exterior Color</b>	CANDY WHITE	<b>A/C Installed</b>		<b>Deliver POE</b>	UH
		<b>Source</b>	US Delivery from Europe		
<b>Interior Color</b>	UNKOWN	<b>Engine#</b>	BPY 214128		
<b>In Service Date</b>	02/25/2008			<b>Expires</b>	<b>Miles</b>
<b>Demo Ext Num</b>		<b>Base Warranty</b>	02/2012	50	
<b>Addl Wrnty Num</b>		<b>Demo Warranty</b>		0	
<b># Claims</b>	3 \$839.00	<b>Addl Warranty</b>		0	
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	425016	Hewlett Volkswagen			
<b>Billed To</b>	425016	Hewlett Volkswagen			
<b>Sales Options</b>	PIT				
<b>Factory Options</b>	PIT,WHI				

**Purchase History**

Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
425047	West Houston Volkswagen	02/25/2008	New	Steven Harvey

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
425047	West Houston Volkswage	88506AC	W2	2070	Fuel pump control module	2009/04/02	\$449.00	9,000	Miles	200915	97
425047	West Houston Volkswagen	87597AC	W2	3730	Transmission ECM	2009/03/04	\$89.00	8,000	Miles	200911	98
425047	West Houston Volkswagen	87468AC	W2	2409	Fuel pressure sender	2009/02/28	\$301.00	8,000	Miles	200910	99



## Facsimile Transmission

To: Chris Lewis

Location: Product Liaison

Fax: 201-894-5498

Melinda Prentice      Name  
Southern Regional Consultant      Title  
Volkswagen Customer CARE      Department  
248-764-3558      Phone  
248-754-6504      Fax  
<http://www.vw.com>      E-Mail

4/17/09      Date

3      Total Pages

**Re: Accident allegation case # 90095128**

Chris,

Please call Greg with this one as I will be out of the office next week.

Thanks,  
Mindy Prentice  
VWOA-Customer Care

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. +1 248 754 5000  
[www.vw.com](http://www.vw.com)

**CONFIDENTIALITY NOTICE:** THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION WHICH IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE (YOU MAY CALL COLLECT), AND RETURN THE ORIGINAL MESSAGE TO THE SENDER BY U.S. POSTAL SERVICE. YOU WILL BE REIMBURSED FOR POSTAGE. THANK YOU.

**Fax**

Bob Cameron  
PL/EC

Mindy Prentice From  
Volkswagen Customer CARE Department  
248-754-3558 Phone  
248-754-6504 Fax  
Melinda.prentice@vw.com E-mail

4/17/09 Date  
2 Total Pages

**Memo**

Subject: VW Vehicle Incident Report

VIN: WWWFA71F58 [REDACTED]  
Reference Number: 090095128

Volkswagen of America, Inc.  
Customer CARE  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +1-800-822-8987

Mr. [REDACTED]  
anytime

Home: [REDACTED]

Katy, TX April 17, 2009 USA

Business: [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeremy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty. Customer states they have no vehicle to drive.

Call to Service Manager: RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer



Seite 2

was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days.

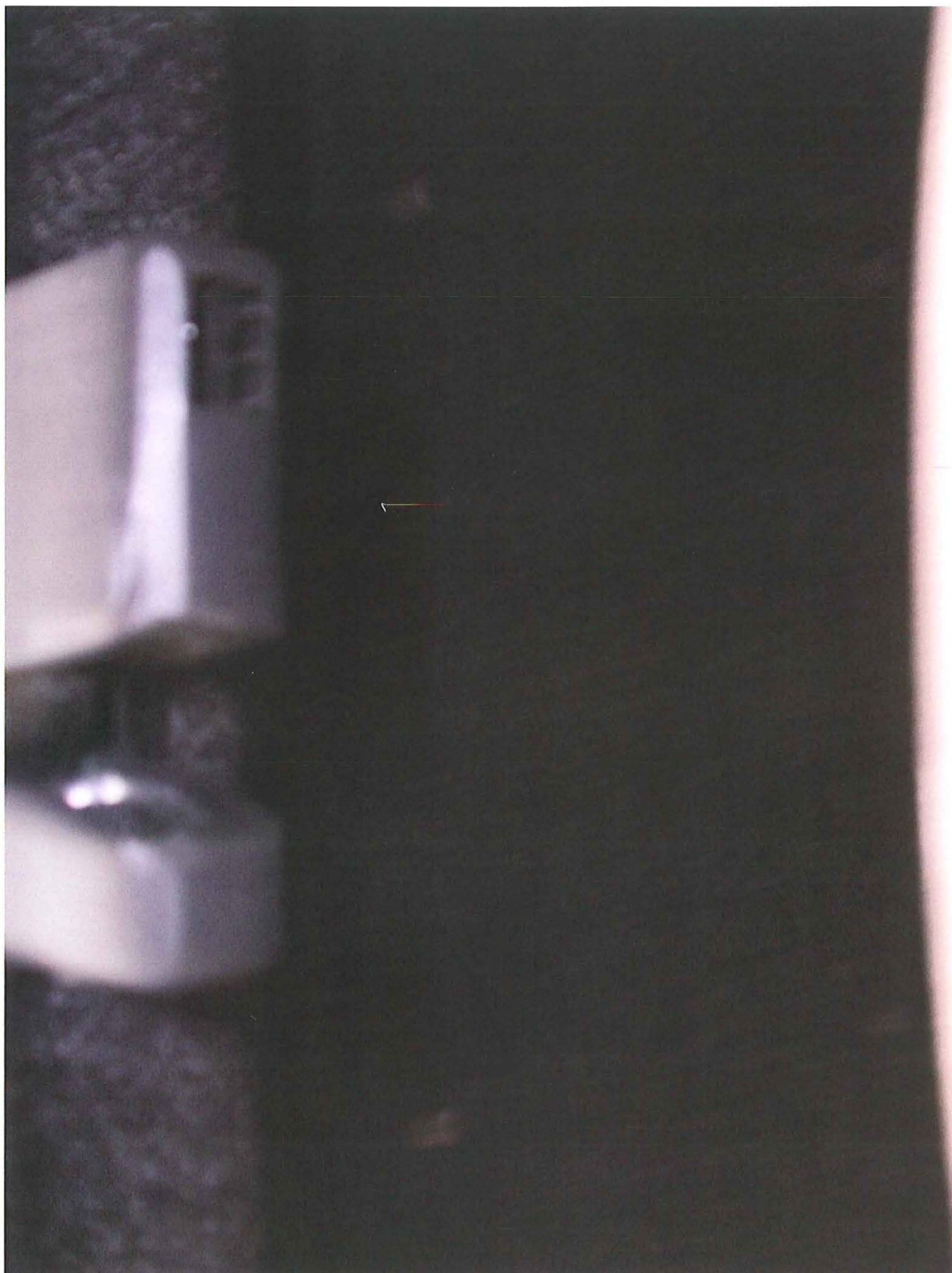
Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Vitor Jesus - w/enclosure (fax: 248-754-6524)  
Bob Ariuri - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)



















## Case 090154696

**Customer:** Ms. [REDACTED]  
**Program:** Customer Relations  
**Status:** 07/20/2009 Closed  
**Source:** Phone  
**Assigned:** Greg Peters (PETERSG)

**Vehicle:** 2008 Volkswagen Eos  
WVWBA71F18V [REDACTED]  
**Production Date:** 1/16/2008  
**Odometer:** 12,200 Miles  
**Wty Start Date:** 04/30/2008  
**Dealer:** Jack Daniels Motors, Inc. (408252)

### Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Vehicle Problem / Engine / Surging	Mechatronic	Not Applicable	Not Applicable

### Contacts

07/20/2009 01:45:51 PETERSG Call To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC advised SM that we are willing to pay for the body repairs as a goodwill gesture. RC asked SM to fax the completed R.O. to CCC along with some photos of the body damage. SM agreed to do so and said he would have his dealership tell the customer the good news. No further action, pending dealer fax.

07/20/2009 08:51:35 PETERSG E-Mail From Product Liaison - Chris Lewis

PL responded by saying that PL will pay for the body repairs. PL asked for the completed R.O. so they can EFT the dealership. PL mentioned that pictures would be welcomed as well. RC to call the dealer.

07/17/2009 02:28:11 PETERSG E-Mail To Product Liaison - Chris Lewis

RC e-mailed the estimate to PL. RC to wait for PL's response.

07/17/2009 01:45:57 WILLIAC2 Assigned To Eastern - CCC

07/17/2009 01:45:33 WILLIAC2 FAX From Dealership Personnel - Pedro @ Jack Daniels Motors, Inc. (408252)

Fax in doc center.

07/16/2009 04:39:31 PETERSG Call To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC asked the SM to fax the estimate to CCC. RC advised we will research with PL once it is received and then call him back with our position. RC to wait for fax.

07/16/2009 04:32:47 PETERSG Voice Mail From Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

SM states he has an estimate and he would like to fax it. (SM states the estimate is \$2,130.00). RC to call the SM.

07/16/2009 02:53:13 FOXK1 Voice Mail To Dealer Service Advisor - Mechelle @ Jack Daniels Motors, Inc. (408252)

LMTRMC. ES/RC wait dealer call.

07/13/2009 04:04:55 PETERSG Call To Dealer Service Advisor - Michelle @ Jack Daniels Motors, Inc. (408252)

SA states she asked the customer to bring her vehicle to the body shop, but she hasn't done that yet. SA states she will give the customer a call to find out whether the customer has a time frame in mind. RC to follow up with the SA again for an update.

07/07/2009 03:06:14 PETERSG Call To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

SM states his SA, Michelle had been working with the customer (as we speak), trying to obtain photos in order to get a rough estimate for body repairs. RC advised that we are actually going to need an "accurate" estimate for the body repairs. SM states he will make sure to call RC when he gets the estimate.

## Contacts

06/24/2009 02:53:54 PETERSG Voice Mail To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC LVMM for the SM, asking him to RMC when he has the body shop estimate. RC to wait for the SM's call.

06/22/2009 03:56:33 PETERSG Call To Owner - Ms. [REDACTED]

RC informed the customer that we will need her to return to 408252 so we can get a repair estimate. RC explained that she may use the SM, Pedro, as her point of contact in coordinating the estimate. RC advised that once we have the estimate, RC will research the matter and then call her back with our position. RC to follow up in a day or so to ensure the dealer was able to coordinate an inspection.

06/22/2009 03:54:55 PETERSG Voice Mail To Dealer Service Mgr - Pedro @ Jack Daniels Motors, Inc. (408252)

RC LVMM for the SM, letting him know that we will need to get the customer back in for a repair estimate on the body damage. RC advised that RC will call the customer and will let her know to use the SM as her point of contact in coordinating the inspection. RC to call the customer.

06/22/2009 03:46:30 PETERSG Call From Product Liaison - Chris Lewis

PL agreed that we should have the customer return to the dealer so we can obtain a proper repair estimate for the body damage.

06/22/2009 03:38:49 PETERSG Call To Owner - Ms. [REDACTED]

(RC sees in the previous note that it appears the customer seems to think we are avoiding her). RC called the customer to explain that RC has no problem speaking with her. RC explained that we wanted to do some leg work so that we had something to discuss, as we know what it is that she is claiming and we know she would like us to pay for the body repairs. RC provided a status update on the research performed so far and let her know that we will call her back with direction by Wednesday at the latest. Customer said she will be pretty busy tomorrow (Tuesday), so Wednesday would be better to have lengthy conversations if needed. RC to wait for PL's response.

06/22/2009 03:31:33 JONESTR Assigned To Eastern - unassigned

Customer requesting not to be contacted on Tuesday, please call on Wednesday. Wait level 2.

06/22/2009 03:27:43 JONESTR Return To Owner - [REDACTED]

CO advised customer at this time concerns and request will be looked into, and customer will receive a follow-up call on Tuesday 06/23/09 to advise of next course of action. Customer states that what the problem is with VW, no one at the dealer wants to talk about the concern, and now same treatment except for CO. Customer states actually this has been going on for 3 weeks now because she never get a day off and she takes care of her sister with cancer and this is the only day she can pursue this issue. Customer states there is no way she can answer any calls or speak with anyone on tomorrow, because of the tight schedule. Customer states please have Rep. call on Wednesday 06/24/09. CO apologized for concern and advised records will reflect call back on Wednesday. CO to escalate case.

06/22/2009 03:20:32 PETERSG Call To Dealer Service Mgr - Pedro Martin 201-376-7206 @ Jack Daniels Motors

SM states he reviewed this with his FOM, Rick Barke, who confirmed this should be an insurance matter. SM states he thinks there is about \$1500-\$2000 worth of body damage but she will need to be brought back in to 408252 so they can work up a proper repair estimate with one of their local body shops. RC advised that we are researching this with PL and RC will call him back with PL's position.

06/22/2009 03:20:17 PETERSG Voice Mail To Product Liaison - Chris Lewis

RC LVMM for PL, explaining the customer's allegations and asked for direction. RC to wait for PL's response.

06/22/2009 03:17:35 JONESTR Return To Owner - [REDACTED]

## Contacts

06/22/2009 03:16:31 PETERSG Call From Associate - Traci Jones

RC advised that VW will research her request for cost assistance on the body repairs and call her back tomorrow with our response. RC to call PL.

06/22/2009 03:14:42 JONESTR Call To Level 2 / Exec - Greg

CO spoke with RC/Greg advised of previous notes. RC states to inform customer request will be looked into and customer will receive a follow-up call tomorrow. CO inquired if RC wanted to speak with customer as escalation process show call should be transferred live. RC states advising CO of what to tell customer. CO to return to owner.

06/22/2009 03:04:29 JONESTR Call From Owner - [REDACTED]

Customer states: 2nd VW, maintained at dealer 408252. Customer states vehicle was having a terrible surging concern, with the vehicle jumping forward. Customer states took the vehicle in for diagnosis to dealer 408252 DP experienced the concerns was advised the mechatronic needs to be replaced, but it will take 6-8 weeks to get the part. Customer states asked if it was safe to drive the vehicle, and customer was informed yes. Customer states while arriving to work before part came in while attempting to park the vehicle surged forward and customer hit the lamp post. Customer states called dealer 408252 to advise of the concern and she was informed to contact CCC, also within 3 days of her call the part was available for repairs within the next three days. Customer states now she is being advised to contact her insurance company for body repairs, but feels since a VW part caused the surging and dealer 408252 advised customer she can continue to drive she is seeking VW to cover repairs, customer states she was not injured but very scared. CO advised all information has been documented, and call will be transferred to Rep. that will be able to look into customer concerns. CO to call level 2.

# Volkswagen Group of America, Inc.

## Funds Request Memo

Requestor:

File Name:

Date:

File #:

VIN:

Initial Request:

Subsequent Request:

Vehicle Repurchase: Yes

No

Vehicle Returned: (for resale) Yes

No

Salvage: Yes

No

Please issue a check for the above listed vehicle in the amount of:

Payable to:

Name:

Street:

City / State:

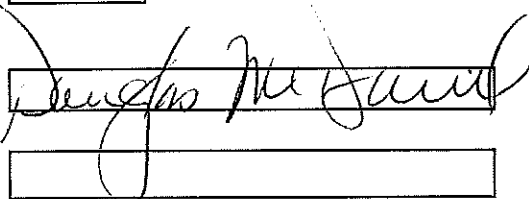
Technical Comments / Comments:

DEALER REIMBURSEMENT FOR BODY REPAIRS DUE TO FAULTY MECHATRONICS UNIT PER THE ATTACHED REPAIR ORDERS.

Photographs Provided:

Inspection Report Provided:

Authorized Signature:



Date:

Please submit check to:



## McDaniell, Doug

---

**From:** Peters, Greg  
**Sent:** Monday, August 24, 2009 2:43 PM  
**To:** McDaniell, Doug  
**Cc:** Lewis, Chris  
**Subject:** RE: Customer = [REDACTED] VIN = WVWBA71F18V[REDACTED] Case = 90154696  
**Attachments:** [REDACTED] 2.tif

Hello again Doug,

Attached is the final R.O. from a dealer that we had authorized to do some extensive body repairs due to a faulty mechatronic unit (see e-mail string below). The dealer sent the R.O. and are asking to be reimbursed \$2,712.88.

I spoke with them earlier today and they asked how long it would be until they see their money. I told them it would be about two weeks. If it will take longer than that, just, let me know and I'll pass that along to the dealer.

**Greg Peters**  
Regional Consultant  
Volkswagen Customer Care

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

Phone: 248-754-3355  
Fax: 248-754-6504

[greg.peters@vw.com](mailto:greg.peters@vw.com) <<mailto:greg.peters@vw.com>>  
<http://www.vw.com>

---

**From:** Lewis, Chris  
**Sent:** Monday, July 20, 2009 8:44 AM  
**To:** Peters, Greg  
**Subject:** RE: Customer = [REDACTED] .VIN = WVWBA71F18V[REDACTED] ..Case = 90154696

Greg,

We're on the hook for this one. Have the dealer repair the vehicle and submit the RO to me for an EFT. Pictures would be good too if possible.

Thanks

**Chris Lewis**

VOLKSWAGEN  
Group of America, Inc.  
Product Liaison Group  
Office of the General Counsel  
One Executive Drive - Suite LL50  
Fort Lee, NJ 07024

phone +1-201-227-7908

fax +1-201-894-5498

This email message and any attachments are confidential and may be attorney-client privileged. If you are not the intended recipient, please notify the sender immediately by telephone at (201) - 227-7908 or by replying to this email, and destroy all copies of this message and any attachments. Thank you for your cooperation.

---

**From:** Peters, Greg

**Sent:** Friday, July 17, 2009 2:28 PM

**To:** Lewis, Chris

**Subject:** Customer = [REDACTED].VIN = WVWBA71F18V[REDACTED]...Case = 90154696

Hello Chris,

This is regarding a customer who experienced an unintended acceleration. (We spoke about it on the phone). The customer needed a new Mechatronics unit due to an engine surge issue. She was told that the vehicle was fine to drive, even though it was still surging on her. While waiting for the part to arrive, she was in a crash. She claims that while attempting to park the vehicle, it surged forward causing her Eos to hit a lamp post, which caused body damage.

The idea from our side was that we would get a body estimate and consider paying for repairs. The dealer just send us the estimate (attached). Total = \$2,130.02. What do you think?

**Greg Peters**

Regional Consultant

Volkswagen Customer Care

Volkswagen of America, Inc.

3499 West Hamlin

Rochester Hills, MI 48309

Phone: 248-754-3355

Fax: 248-754-6504

[greg.peters@vw.com](mailto:greg.peters@vw.com) <<mailto:greg.peters@vw.com>>

<http://www.vw.com>

Aug. 24. 2009 1:43PM

case # 90154696

No. 2468 P. 1

**JACK DANIELS  
MOTORS INC.**

93763

3 3 9 8 3

\*ACCOUNTING\*

SERVICE &amp; PARTS CENTER

16-01 McBride Avenue

Fairlawn, NJ 07410

Porsche: (201) 398-1210 Audi: (201) 398-1212

Volkswagen: (201) 398-1220

Parts: (201) 398-1209

NORTH HALEDON, NJ

DUPLICATE 1

PAGE 1

HOME

SERVICE ADVISOR: 110 MICHELLE MCNATR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	08	VOLKSWAGEN N	VWVBA71F18V		14318/14319	T7205	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28APR08 IS			17:30 28JUL09			CASH	24AUG09
R/O OPENED		READY	OPTIONS: STK:859V08 ENG:2.0 Liter F.I. Turbo				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES VEHICLE FRONT END DAMAGED BY LURCHING, VW TO PAY FOR BODY SHOP REPAIR										

D	DESCRIPTION										
99	CV	0.00	0.00	0	0				0.00	0.00	
B	SEND VEHICLE TO NASH AUTO BODY, NEED THEIR PHOTOS FOR WARRANTY COVERAGE										

D	REPAIR FRONT END DAMAGE CONSEQUENTIAL FROM MECHATRONICS DEFECT										
---	----------------------------------------------------------------	--	--	--	--	--	--	--	--	--	--

99	CV	0.00	0.00	0	0				0.00	0.00	
1	1K0-010-328-J STICKER	100	200	0	2.00	2.00	2.00				
1	1Q0-807-049-A PIECE	990	1980	0	19.80	19.80	19.80				
1	1Q0-807-050-A PIECE	990	1980	0	19.80	19.80	19.80				
1	1Q0-853-651-N WAD										
	GRILLE	12000	20000	0	200.00	200.00	200.00				
1	1Q0-823-031-J HOOD	23700	39500	0	395.00	395.00	395.00				
1	1Q0-823-480 HOOK	1950	3900	0	39.00	39.00	39.00				
1	1Q0-805-538-A-989										
	CARRIER	15600	26000	0	260.00	260.00	260.00				
1	1Q0-807-889 PIECE	990	1980	0	19.80	19.80	19.80				

SUBL	NASH AUTO BODY REPAIR										
	CV	1757.48	1757.48						1757.48	1757.48	

C	CUST REQ AUDI LOANER AS PER PEDRO MARTIN										
	DAR DONE AS PER REQUEST										
99	CV	0.00	0.00	0	0				0.00	0.00	

D	CUST STATUS ITEMS										
	D CHECKED AND SET TIRE PRESSURES										
14319	CHECK & ADJUST TIRE PRESSURES										

E	PERFORM COMPLIMENTARY MULTI POINT INSPECTION										
	INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION										
99	CV	0.00	0.00	0	0				0.00	0.00	

--	--	--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--	--	--

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

FAX TO. 248-754-6504

case 90154696

ACCOUNTING COPY

**JACK DANIELS  
MOTORS INC.**

93763

3 3 9 8 3

\*ACCOUNTING\*

SERVICE &amp; PARTS CENTER

16-01 McBride Avenue

Fairlawn, NJ 07410

Porsche: (201) 398-1210 • Audi: (201) 398-1212

Volkswagen: (201) 398-1220

Parts: (201) 398-1209

NORTH HALEDON, NJ

HOME:

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 110 MICHELLE MCNAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	08	VOLKSWAGEN N	WVWBA71F18V		14318/14319	T7205
DEL DATE	PROD DATE	WARRANTY	PROMISED	FO	PAYMENT	INV DATE
28APR08 IS			17:30 28JUL09		CASH	24AUG09

R.O. OPENED: READY: OPTIONS: STK:859V08 ENG:2.0 Liter F.I. Turbo  
 TRN:AUTO

08:04 28JUL09 11:14 24AUG09

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
BST	20	00		28JUL09	08:05	SA	110				

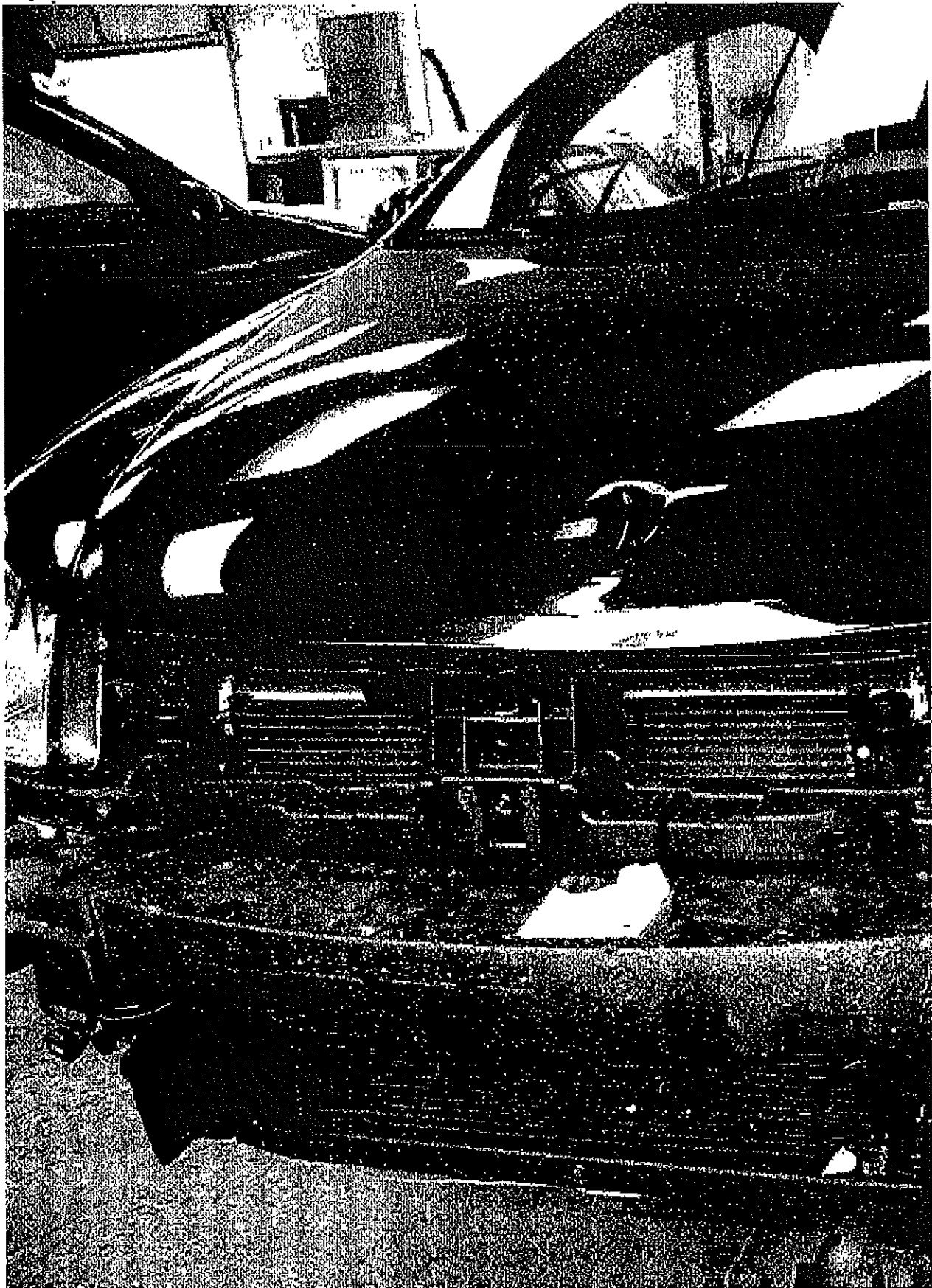
DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-14-09	08:35	08:35	0.00	W	99	A	
	09:52	10:03	0.18	W	10	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4401	0	0		4701	95540	56320	
44912	175748	175748		1188B	271288	*****	

COST, SALE, &amp; COMP TOTALS 232068 271288 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	955.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	1757.48
MISC. CHARGES	0.00
TOTAL CHARGES	2712.88
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2712.88

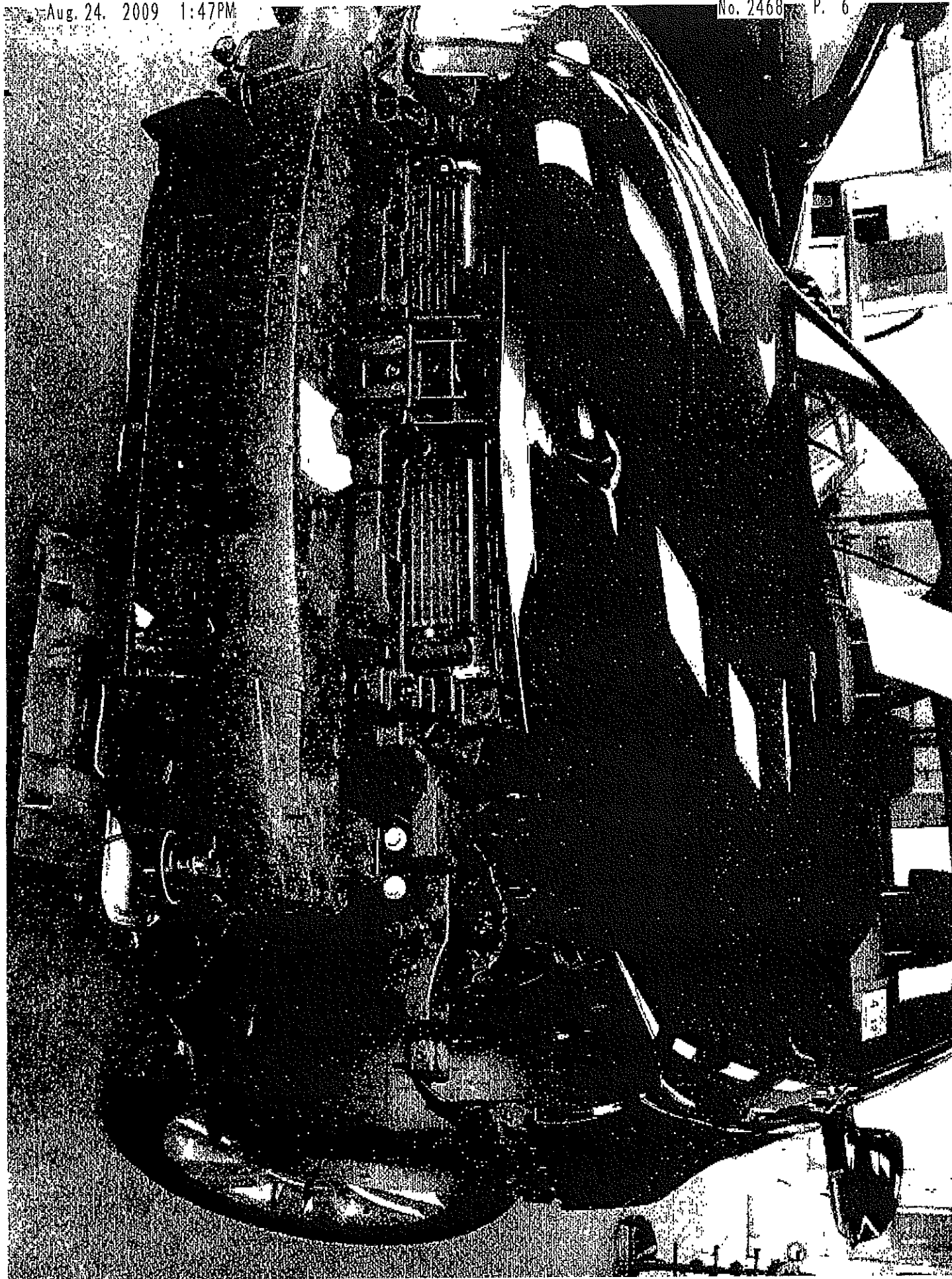
ACCOUNTING COPY













Jul. 17. 2009 8:18AM

**JACK DANIELS  
MOTORS, INC.**

Service & Parts Center  
16-01 McBride Avenue  
Fair Lawn, NJ 07410-2800

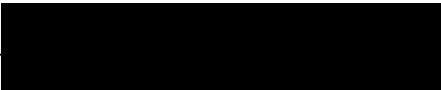
PORSCHE



No. 1369 P. 1/4

Porsche (201) 398-1210 • Audi (201) 398-1212 • Volkswagen (201) 398-1220  
Fax (201) 475-8666

**Fax**

DATE: 07/17/09  
TO : GREG PETERS  
FROM: PEDRO MARTIN  
Re :   
PAGE 1 of 3

---

07/14/2009 at 05:43 PM  
55490

Job Number:

**NASH PARK AUTO BODY INC.**

License #:00187A Federal ID #:222918815

630 Lexington Ave.

Clifton, NJ 07011

(973)772-8117 Fax: (973)772-9514

**UNRELATED PRIOR DAMAGE  
(Information Only)**Written By: CRAIG BORBAS #ACCESS  
Adjuster:Insured:  
Owner:  
Address:Claim #  
Policy #  
Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact:Day:  
Evening:Inspect  
Location:Insurance  
Company:

Days to Repair

2008 VW EOS 4-2.0L-T 2D CNVT Int:

VIN: WVWBA71F18V Lic:

Prod Date:

Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Telescopic Wheel	Intermittent Wipers
Keyless Entry	Alarm	Message Center
Body Side Moldings	Dual Mirrors	Console/Storage
Power Convertible Top	Traction Control	Stability Control
Fog Lamps	Signal Integrated Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Heated Mirrors
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Auxiliary Audio Connectio
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
Head/Curtain Air Bags	Front Side Impact Air Bag	4 Wheel Disc Brakes
Positraction	Cloth Seats	Bucket Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER & GRILLE				
2	R&I	R&I bumper cover			1.4	
3*	Rpr	Bumper cover			<u>1.5</u>	2.6
4		Add for Clear Coat				1.0
5	Repl	Upper grille	1	194.87	0.4	
6	Repl	Emblem	1	38.92	Incl.	
7		FRONT LAMPS				
8	R&I	LT Headlamp assy			0.4	
9		HOOD				

07/14/2009 at 05:43 PM  
55490

Job Number:

UNRELATED PRIOR DAMAGE  
2008 VW EOS 4-2.0L-T 2D CNVT Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
10	Repl	Hood to VIN 1F8035000	1	431.78	1.3	2.6
11		Add for Clear Coat				1.0
12		Add for Underside (Complete)				1.3
13		Add for Clear Coat				0.3
14	Repl	Safety catch	1	33.40	Incl.	
15		FENDER				
16	Blnd	RT Fender				1.0
17	Blnd	LT Fender				1.0
18		MISCELLANEOUS OPERATIONS				
19*	Repl	Cover car/bag	1	7.50	0.2	
20#		FLEX ADDITIVE	1	12.00		
21#		HAZARDOUS WASTE	1	4.00		
22#		CLEAN FOR DELIVERY	1	15.00		
23#		MASK RECESSED JAMS	1	6.00	0.5	
24#		COLOR SAND AND POLISH	1			1.0
Subtotals ==>				743.47	5.7	11.8

Parts		743.47
Body Labor	5.7 hrs @ \$ 52.00/hr	296.40
Paint Labor	11.8 hrs @ \$ 52.00/hr	613.60
Paint	11.8 hrs @ \$ 28.00/hr	330.40
Body Supplies	3.4 hrs @ \$ 2.00/hr	6.80
SUBTOTAL		\$ 1990.67
Sales Tax	\$ 1990.67 @ 7.0000%	139.35
GRAND TOTAL		\$ 2130.02

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

07/14/2009 at 05:43 PM  
55490

Job Number:

**UNRELATED PRIOR DAMAGE**  
2008 VW EOS 4-2.0L-T 2D CNVT Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERA9290, CCC Data Date 05/14/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2009 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

All Customer Contacts for: Ms. [REDACTED]

06/22/2009 03:38:49 PM PETERSG Case: 090154696

Call To Owner - Ms. [REDACTED]

(RC sees in the previous note that it appears the customer thinks we are avoiding her). RC called the customer to explain that RC has no problem speaking with her. RC explained that we wanted to do some leg work so that we had something to discuss, as we know what it is that she is claiming and we know she would like us to pay for the body repairs. RC provided a status update and let her know that we will call her back with direction by Wednesday at the latest. Customer thanked.

06/22/2009 03:31:33 PM JONESTR Case: 090154696

Assigned To Eastern - unassigned

Customer requesting not to be contacted on Tuesday, please call on Wednesday. Wait level 2.

06/22/2009 03:27:43 PM JONESTR Case: 090154696

Return To Owner - [REDACTED]

CO advised customer at this time concerns and request will be looked into, and customer will receive a follow-up call on Tuesday 06/23/09 to advise of next course of action. Customer states that what the problem is with VW, no one at the dealer wants to talk about the concern, and now same treatment except for CO. Customer states actually this has been going on for 3 weeks now because she never get a day off and she takes care of her sister with cancer and this is the only day she can pursue this issue. Customer states there is no way she can answer any calls or speak with anyone on tomorrow, because of the tight schedule. Customer states please have Rep. call on Wednesday 06/24/09. CO apologized for concern and advised records will reflect call back on Wednesday. CO to escalate case.

06/22/2009 03:20:32 PM PETERSG Case: 090154696

Call To Dealer Service Mgr - Pedro Martin @ Jack Daniels Motors, Inc. (408252)

06/22/2009 03:20:17 PM PETERSG Case: 090154696

Voice Mail To Product Liaison - Chris Lewis

RC LVMM for PL, explaining the customer's allegations and asked for direction. RC to wait for PL's response.

06/22/2009 03:17:35 PM JONESTR Case: 090154696

Return To Owner - [REDACTED]

06/22/2009 03:16:31 PM PETERSG Case: 090154696

Call From Associate - Traci Jones

RC advised that VW will research her request for cost assistance on the body repairs and call her back tomorrow with our response. RC to call PL.

06/22/2009 03:14:42 PM JONESTR Case: 090154696

Call To Level 2 / Exec - Greg

CO spoke with RC/Greg advised of previous notes. RC states to inform customer request will be looked into and customer will receive a follow-up call tomorrow. CO inquired if RC wanted to speak with customer as escalation process show call should be transferred live. RC states advising CO of what to tell customer. CO to return to owner.

All Customer Contacts for: Ms. [REDACTED]

06/22/2009 03:04:29 PM JONESTR Case: 090154696

Call From Owner - [REDACTED]

Customer states: 2nd VW, maintained at dealer 408252. Customer states vehicle was having a terrible surging concern, with the vehicle jumping forward. Customer states took the vehicle in for diagnosis to dealer 408252 DP experienced the concerns was advised the mechatronic needs to be replaced, but it will take 6-8 weeks to get the part. Customer states asked if it was safe to drive the vehicle, and customer was informed yes. Customer states while arriving to work before part came in while attempting to park the vehicle surged forward and customer hit the lamp post. Customer states called dealer 408252 to advise of the concern and she was informed to contact CCC, also within 3 days of her call the part was available for repairs within the next three days. Customer states now she is being advised to contact her insurance company for body repairs, but feels since a VW part caused the surging and dealer 408252 advised customer she can continue to drive she is seeking VW to cover repairs, customer states she was not injured but very scared. CO advised all information has been documented, and call will be transferred to Rep. that will be able to look into customer concerns. CO to call level 2.

03/25/2009 01:20:08 PM HAWLEYD Case: 090075510

Call To Dealership Personnel - Alex (parts) @ Jack Daniels Motors, Inc. (408252)

Parts advisor advised that they this vehicle was hit in the rear and it ended up needing a trunk lid, tail lights and a rear body panel. Parts advisor advised that the customer went to the independent body shop Classic auto body. Parts advisor advised that the majority of th parts were ordered on 1/7/09 and arrived and were sent over to the independent on 1/9/09, except the rear body panel that was ordered on 1/12/09 and arrived on 1/28/09 and was sent over to the independent on 1/29/09. No further action.

03/25/2009 12:00:36 PM HAWLEYD Case: 090075510

Assigned To RCM - Eastern - HAWLEYD

Assigned for handling.

03/25/2009 10:59:36 AM YOUNGLI Case: 090075510

Assigned To RCM - Eastern - CCC

Customer was seeking assistance with a remaining bill for rental of vehicle, after she had a non warranty related accident, Customer was denied. RCM to review.

03/25/2009 10:47:30 AM YOUNGLI Case: 090075510

Call From Owner - [REDACTED]

Customer stated, her vehicle was in an accident that was due to ice. vehicle was taken to Dealer 408252 on 1/5/09, Dealer had vehicle sent to their body shop, it took 2 months for the vehicle parts to come in, in the mean time had to lease a vehicle. insurance company paid for 30 days at \$25 per day, now Customer has a \$800 bill remaining, seeking to get assistance with the cost of the \$800 rental fee remaining. CO advised, the NVLW 4/50K WCF, for manufacture shortcomings, accident was not related to a warranty related concern, although there was a parts delay, cannot assist with cost of rental vehicle. Customer stated, she is very disappointed, she will never purchase another VW vehicle from Dealer 408252. CO to assign to RCM.

03/06/2004 04:01:17 AM CR\_BATCH Case: 040059223

Note To User - HARRISRO

Check # 70656028 for amount \$ 401.60 mailed on 03/05/2004

03/02/2004 04:50:25 PM NEWCOMA Case: 040059223

Call From Owner - Ms [REDACTED]

Customer seeking an update on her reimbursement. CA advised customer we have received her information and we are reimbursing her in the amount of \$401.60. Customer states that is not what she was asking for. CA advised customer that she had other repairs that are not related to the WR that we would be unable to reimburse her for. Customer concerns addressed. pending check.

All Customer Contacts for: Ms. [REDACTED]

03/01/2004 08:46:42 AM HARRISRO Case: 040059223

Assigned To VW Special Project - HARRISRO

Generated check request: 3VWSC29M7XM001815 VW to reimburse customer 100% part and labor for mass air flow sensor repair under WR, total \$401.60. Case pending check.

02/27/2004 02:47:32 PM KASSAB Case: 040059223

Note From Owner - [REDACTED]

Received mail from Customer dated 12/19/2003. Customer provided original Repair Order which was open and closed on 3/5/2002, 49,836 miles, Customer had the mass air flow sensor replaced at Dealer 408245. Repair Order states that Customer was charged \$126.00 in labor (1.5 hours @ \$84/hr), \$260.00 in parts, \$15.60 in tax, totaling \$401.60. VW to reimburse customer 100% p/l for mass air flow sensor repair, totaling \$401.60 under WR warranty extension. CA to submit check request.

02/26/2004 05:05:06 PM KASSAB Case: 040059223

Assigned To VW Special Project - KASSAB

02/05/2004 09:41:38 AM JACKSOA Case: 040059223

Attached Mail From Owner - [REDACTED]

12/01/2003 12:09:00 PM VANBURM Case: 030548231

Call From Owner - Ms. Susan DeLuca

Customer states original owner and current mileage is about 72K. Customer states she received mass air flow sensor warranty extension. Customer states she had the mass air flow sensor replaced at 42K miles. Customer states she would like to know campaign code and if she needs to send original paperwork. CR advised campaign code is WR and she has to send originals. Customer acknowledged. Customer concerns addressed.

05/24/2000 12:00:00 AM CP\_BATCH Case: 000387929

Call To Owner - SUSAN DELUCA @ Crestmont Volkswagen (408245)

Customer: [REDACTED] Service Advisor: 71  
Technician: 54 Repair Order: 62223 Comments: THE CUSTOMER RECIEVED SERVICE AT CRESTMONT TOYOTA NOT LAKELAND. FREE OIL CHANGES WOULD BETTER THE EXPERIENCE.

**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	139
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05170
<b>Sales Model</b>	1F77V3	<b>Prod Date</b>	01/16/2008	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UV
<b>Exterior Color</b>	UNKOWN	<b>A/C Installed</b>		<b>Deliver POE</b>	UV
<b>Interior Color</b>	UNKNOWN	<b>Source</b>	US Delivery from Europe		
<b>In Service Date</b>	04/30/2008	<b>Engine#</b>	BPY 215441		
<b>Demo Ext Num</b>		<b>Expires</b>		<b>Miles</b>	
<b>Addl Wrnty Num</b>		<b>Base Warranty</b>	04/2012		50
<b># Claims</b>	2 \$1,686.00	<b>Demo Warranty</b>			0
		<b>Addl Warranty</b>			0
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	408284	East Coast Volkswagen			
<b>Billed To</b>	408284	East Coast Volkswagen			
<b>Sales Options</b>	4A3,PIT				
<b>Factory Options</b>	4A3,PIT				

**Purchase History**

Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
408252	Jack Daniels Motors, Inc.	04/30/2008	New	Susan DeLuca

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
408252	Jack Daniels Motors, Inc.	30453AC	W2	3511	Mechatronic	2009/06/04	\$1,624.00	12,000	Miles	200924	98
408252	Jack Daniels Motors, Inc.	28176AC	W2	4432	Wheel electronics	2009/05/08	\$62.00	10,000	Miles	200920	99



**Fax**

Bob Cameron  
PL/EC

Greg T Peters From  
Volkswagen Customer CARE Department  
(248) 754-3470 Phone  
(enter RC fax number) Fax  
(enter RC e-mail address) E-mail

Date

# page(s), including cover Total Pages

**Memo**

Subject: VW Vehicle Incident Report

VIN: WVVBA71F58V [REDACTED]  
Reference Number: 090203190

Volkswagen of America, Inc.  
Customer CARE  
3409 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +800-822-6987

Home: [REDACTED]

[REDACTED]  
North Wales, PA August 19, 2009 USA

Business: [REDACTED]

Customer states on 8/8/09, he was trying to parallel park when his mechatronics unit caused his transmission to surge. Customer states he scraped the paint on the side of his EOS on the bumper of a Jeep. Customer states the Jeep isn't damaged, but he needs to have the passenger front side of the EOS repainted. Customer states the repair is about \$700.00 and is being covered by State Farm, but he has a \$250.00 deductible and would like VW to pay it. Customer states he is still driving his EOS because the mechatronic unit is on backorder. Customer states his repair will take place after the mechatronic unit is replaced. RC asked for a copy of the body shop estimate. Customer states he will send it. RC asked for photos. Customer states SA, Andy, at 406482 took pictures and RC can call him to obtain them.

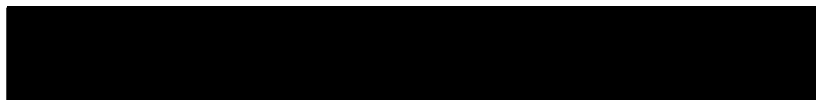
(RC has left a message for the SA, asking for photos as well as a call back to discuss the option of getting this customer into a rental/loaner).

Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Bob Arturi - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)

TO: GREG PETERK - VW

FROM:



SUBJ: CASE # 90203190

DATE: AUGUST 19, 2009

Date: 8/11/2009 02:22 PM  
 Estimate ID: 38-L744-90301  
 Estimate Version: 0  
 Correction: 1  
 Preliminary  
 Profile ID: CUSTOMIZED

3 DAY REPAIR VEHICLE SCHEDULED 8/25-8/27/09

THANKS

## L.I.P. COLLISION, INC.

320 Elm Avenue WWW.LIPCOLLISION.COM, North Wales, PA 19454  
 (215) 699-4442  
 Fax: (215) 699-5810

Damage Assessed By: Mark Mintzer  
 License #: 143704

Appraised For: Ext 4111 Processor  
 (868) 713-4694

Type of Loss: Collision (Spec)  
 Date of Loss: 8/ 8/2009  
 Accident Date: 8/ 8/2009  
 Deductible: 250.00  
 Claim Number: [REDACTED]

Insured: [REDACTED]  
 Owner: [REDACTED]  
 Address: [REDACTED] NORTH WALES, PA [REDACTED]  
 Telephone: Work Phone: [REDACTED]

Mitchell Service: 910784

Description: 2008 Volkswagen Eos Komfort  
 Body Style: 2D Conv  
 VIN: WVWBA71F6BV [REDACTED]  
 Mileage: 12,488  
 OEM/ALT: O  
 Options: AUTOMATIC TRANSMISSION

Vehicle Production Date: 11/07  
 Drive Train: 2.0L Turbo Inj 4 Cyl 6A FWD  
 License: [REDACTED]  
 Search Code: B154774

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	001805	BDY	OVERHAUL	FRT BUMPER ASSY			2.4 #
2	001806	BDY	REMOVE/REPLACE	FRT ADD W/FOG LAMPS			0.4
3	000010	BDY	REPAIR	FRT BUMPER COVER	Existing		2.0*#
4	AUTO	REF	REFINISH	FRT BUMPER COVER			C 2.5
5	001657	BDY	REMOVE/INSTALL	GRILLE ASSY			INC
6	001662	BDY	REMOVE/INSTALL	R FRT COMBINATION LAMP			0.4 #
7	000108	BDY	REPAIR	R FRONT SIDE MARKER LAMP ASSEMBLY	Existing		0.2*#
8				POLISH SCRATCH/ SCUFF			
9	000276	BDY	REPAIR	R FENDER PANEL	Existing		0.3*#
10		REF	REFINISH/REPAIR	R FENDER PANEL			C 1.6*
11				MODIFIED REFINISH WITH FULL CLEAR COAT			
12	900500	BDY *	REMOVE/REPLACE	COVER CAR/MASK FOR OVERSPRAY	** QUAL REPL PART	5.00 *	0.2*
13	900500	BDY *	ADD'L LABOR OP	WASH & VACUUM VEHICLE	Existing		INC 0.0*
14	900500	BDY *	ADD'L LABOR OP	DETERGENT WASH REPAIR PANEL	Existing		0.2*
15	900500	BDY *	ADD'L LABOR OP	MASK FOR PRIMER	** QUAL REPL PART	0.00 *	0.2*
16	900500	BDY *	REMOVE/REPLACE	TAPE PINSTRIPE	** QUAL REPL PART	12.00 *	0.3*
17	900500	BDY *	ADD'L LABOR OP	DENIB AND POLISH	Existing		0.4*
18	002081	BDY	REMOVE/INSTALL	R FENDER REAR LINER	Existing		0.1 #
19				R&R Time Used in R&I Operation			

ESTIMATE RECALL NUMBER: 08/11/2009 14:21:29 38-L744-90301

Mitchell Data Version: JUN\_09\_V

UltraMate is a Trademark of Mitchell International  
 Copyright (C) 1994 - 2009 Mitchell International  
 All Rights Reserved

UltraMate Version: 6.7.023

Page 1 of 3

Date: 8/11/2009 02:22 PM  
 Estimate ID: XXXXXXXXXX  
 Estimate Version: 0  
 Correction: 1  
 Preliminary  
 Profile ID: CUSTOMIZED

20	AUTO	REF	ADD'L OPR	CLEAR COAT			1.4*
21	900500	REF *	ADD'L LABOR OP	REMOVE TAPE STRIPE & ADHESIVE	Existing	0.00	0.1*
22	AUTO		ADD'L COST	PAINT/MATERIALS		139.20 *	
23	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00 *	

\* - Judgment Item

# - Labor Note Applies

C - Included in Clear Coat Calc

## Estimate Totals

<p><b>I. Labor Subtotals</b></p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th>Units</th> <th>Rate</th> <th>Add'l Labor Amount</th> <th>Sublet Amount</th> <th>Totals</th> </tr> </thead> <tbody> <tr> <td>Body</td> <td>7.1</td> <td>46.00</td> <td>0.00</td> <td>0.00</td> <td>326.60 T</td> </tr> <tr> <td>Refinish</td> <td>5.8</td> <td>46.00</td> <td>0.00</td> <td>0.00</td> <td>266.80 T</td> </tr> <tr> <td colspan="5">Taxable Labor</td> <td>593.40</td> </tr> <tr> <td colspan="5">Labor Tax @ 6.000 %</td> <td>35.60</td> </tr> <tr> <td><b>Labor Summary</b></td> <td><b>12.9</b></td> <td></td> <td></td> <td></td> <td><b>629.00</b></td> </tr> </tbody> </table> <p><b>III. Additional Costs</b></p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Taxable Costs</td> <td>142.20</td> </tr> <tr> <td>Sales Tax @ 6.000%</td> <td>8.53</td> </tr> <tr> <td><b>Total Additional Costs</b></td> <td><b>150.73</b></td> </tr> </tbody> </table>		Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	Body	7.1	46.00	0.00	0.00	326.60 T	Refinish	5.8	46.00	0.00	0.00	266.80 T	Taxable Labor					593.40	Labor Tax @ 6.000 %					35.60	<b>Labor Summary</b>	<b>12.9</b>				<b>629.00</b>		Amount	Taxable Costs	142.20	Sales Tax @ 6.000%	8.53	<b>Total Additional Costs</b>	<b>150.73</b>	<p><b>II. Part Replacement Summary</b></p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Taxable Parts</td> <td>17.00</td> </tr> <tr> <td>Sales Tax @ 6.000%</td> <td>1.02</td> </tr> <tr> <td><b>Total Replacement Parts Amount</b></td> <td><b>18.02</b></td> </tr> </tbody> </table> <p><b>IV. Adjustments</b></p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Insurance Deductible</td> <td>250.00-</td> </tr> <tr> <td>Customer Responsibility</td> <td>250.00-</td> </tr> <tr> <td><b>I. Total Labor:</b></td> <td><b>629.00</b></td> </tr> <tr> <td><b>II. Total Replacement Parts:</b></td> <td><b>18.02</b></td> </tr> <tr> <td><b>III. Total Additional Costs:</b></td> <td><b>150.73</b></td> </tr> <tr> <td><b>Gross Total:</b></td> <td><b>797.75</b></td> </tr> <tr> <td><b>IV. Total Adjustments:</b></td> <td><b>250.00-</b></td> </tr> <tr> <td><b>Net Total:</b></td> <td><b>547.75</b></td> </tr> </tbody> </table>		Amount	Taxable Parts	17.00	Sales Tax @ 6.000%	1.02	<b>Total Replacement Parts Amount</b>	<b>18.02</b>		Amount	Insurance Deductible	250.00-	Customer Responsibility	250.00-	<b>I. Total Labor:</b>	<b>629.00</b>	<b>II. Total Replacement Parts:</b>	<b>18.02</b>	<b>III. Total Additional Costs:</b>	<b>150.73</b>	<b>Gross Total:</b>	<b>797.75</b>	<b>IV. Total Adjustments:</b>	<b>250.00-</b>	<b>Net Total:</b>	<b>547.75</b>
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals																																																																		
Body	7.1	46.00	0.00	0.00	326.60 T																																																																		
Refinish	5.8	46.00	0.00	0.00	266.80 T																																																																		
Taxable Labor					593.40																																																																		
Labor Tax @ 6.000 %					35.60																																																																		
<b>Labor Summary</b>	<b>12.9</b>				<b>629.00</b>																																																																		
	Amount																																																																						
Taxable Costs	142.20																																																																						
Sales Tax @ 6.000%	8.53																																																																						
<b>Total Additional Costs</b>	<b>150.73</b>																																																																						
	Amount																																																																						
Taxable Parts	17.00																																																																						
Sales Tax @ 6.000%	1.02																																																																						
<b>Total Replacement Parts Amount</b>	<b>18.02</b>																																																																						
	Amount																																																																						
Insurance Deductible	250.00-																																																																						
Customer Responsibility	250.00-																																																																						
<b>I. Total Labor:</b>	<b>629.00</b>																																																																						
<b>II. Total Replacement Parts:</b>	<b>18.02</b>																																																																						
<b>III. Total Additional Costs:</b>	<b>150.73</b>																																																																						
<b>Gross Total:</b>	<b>797.75</b>																																																																						
<b>IV. Total Adjustments:</b>	<b>250.00-</b>																																																																						
<b>Net Total:</b>	<b>547.75</b>																																																																						

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS, RATHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE.

This is a preliminary estimate.

Additional changes to the estimate may be required for the actual repair.

Insurance Co: State Farm Insurance

Inspection Site: L.I.P. COLLISION, INC.  
 Address: HOME

ESTIMATE RECALC. NUMBER: 08/11/2009 14:21:29 35-L744-90301

Mitchell Data Version: JUN\_09\_V

UltraMate is a Trademark of Mitchell International  
 Copyright (C) 1994 - 2009 Mitchell International  
 All Rights Reserved

UltraMate Version: 6.7.023

Page 2 of 3

Date: 8/11/2009 02:22 PM  
Estimate ID: [REDACTED]  
Estimate Version: 0  
Correction: 1  
Preliminary  
Profile ID: CUSTOMIZED

Body Shop: L I P COLLISION SERVICE INC  
Address: 320 ELM AVE  
NORTH WALES, PA 19454  
Fax Phone: (215) 699-5610

Cycle Time Information

Drop Off Date and Time: 8/26/2009  
Promise Date: 8/27/2009

Repair Dates:

ESTIMATE RECALL NUMBER: 08/11/2009 14:21:29 38-L744-90301

Mitchell Data Version: JUN\_09\_V

UltraMate is a Trademark of Mitchell International  
Copyright (C) 1994 - 2009 Mitchell International  
All Rights Reserved

UltraMate Version: 6.7.023

Page 3 of 3

TOTAL P.04

All Customer Contacts for: Mr. [REDACTED]

08/19/2009 02:48:33 PM PETERSG Case: 090203190

Assigned To VW Special Project - ABDULAM

Assigning to Martin, as Eva is out of the office.

08/19/2009 02:47:19 PM PETERSG Case: 090203190

Call To Owner - Mr. [REDACTED]

RC let the customer know that 406482 doesn't have any available loaners. RC explained the SM's comments regarding rental. Customer states he will take it all under consideration. RCM, Eva, to follow up regarding the mechatronic eta.

08/19/2009 02:40:12 PM PETERSG Case: 090203190

Call To Dealer Service Mgr - Brandon @ Jim Wynn Volkswagen, Inc. (406482)

SM states they have loaner vehicles but none available for this customer at this time. SM states the customer won't have to pay anything up front if he goes through Enterprise. SM states they put a (\$50 or \$150.00) hold on the customer's credit card and then they send the bill to VW dealer. SM states the customer won't be out money up front for rental. SM to call the customer.

08/19/2009 02:29:14 PM PETERSG Case: 090203190

Call To Owner - Mr. [REDACTED]

RC advised that VW will reimburse him for his \$250.00 deductible. RC asked for proof of payment and the completed mechatronic invoice. RC also advised that we are not comfortable with him driving the EOS until it is fixed. RC advised we can reimburse up to \$25.00 per day. Customer asked RC to call the dealer and see if they have a loaner instead. RC to call the dealer.

08/19/2009 02:22:15 PM PETERSG Case: 090203190

E-Mail From Product Liaison - Chris Lewis

PL sent the following:

"I'll pay the deductible. I assume the vehicle is not repair yet? Once it is just have the customer send a copy of the repair bill and proof of payment for the \$250. Good call on the rental."

08/19/2009 12:14:38 PM PETERSG Case: 090203190

E-Mail To Product Liaison - Chris Lewis

RC e-mailed PL, asking for direction regarding the customer's request for deductible coverage. RC to wait for PL's response.

08/19/2009 12:03:17 PM PETERSG Case: 090203190

E-Mail To Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

Hello Andy, Thank you for the pictures. They are perfect. On a related note, what do you think about getting Mr. Zakrzewski into a rental or a loaner? I believe it boils down to whether we feel the vehicle is safe to drive. At this point, our Product Liaison Group hasn't had a chance to make a decision as to whether we are going to accept responsibility for the paint damage he already sustained. However, I wouldn't want him to get into a subsequent collision that could be might be linked to a mechatronic unit. As I understand it, his mechatronic unit is being replaced under warranty, right? If so, then alternate transportation can be offered to him and then submitted to warranty (SAGA) along with the warrantable mechatronic repair. What are your thoughts on this?" RC to e-mail PL.

08/19/2009 12:02:54 PM PETERSG Case: 090203190

E-Mail From Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

SA sent pictures as requested. RC to e-mail him regarding rental.

All Customer Contacts for: Mr. [REDACTED]

08/19/2009 11:50:23 AM PETERSG Case: 090203190

E-Mail From Owner - Mr. [REDACTED]

The customer sent the following just seconds before I updated him:

"Greg, I just faxed you the repair estimate for my VW Eos to 248-754-6504. Please confirm you received it. Also, please let me know when I can anticipate a response from you on VW's plans to cover the repairs expense from my accident which I covered with you on the phone today. Thanks, Bob Zakrzewski" RC to wait for SA's call.

08/19/2009 11:49:48 AM PETERSG Case: 090203190

Call To Owner - Mr. [REDACTED]

RC called the customer to let him know we received his fax. RC to wait for SA's call.

08/19/2009 11:31:12 AM PETERSG Case: 090203190

Assigned To Central - PETERSG

08/19/2009 11:21:12 AM WILLIAC2 Case: 090203190

Assigned To Eastern - CCC

08/19/2009 11:20:26 AM WILLIAC2 Case: 090203190

FAX From Owner - [REDACTED]

Fax in doc center.

08/19/2009 10:43:04 AM PETERSG Case: 090203190

Voice Mail To Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

RC LVMM letting the SA know that we think offering alternate transportation would be appropriate at this point. RC asked for the SA to RMC so we can discuss the details. RC to wait for SA's call.

08/19/2009 10:32:49 AM PETERSG Case: 090203190

Note To RCM - Western - Eva Manna

To minimize further liability exposure, this customer should be placed in alternate transportation while we are waiting for a new Mechatronic unit. As RCM is out of the office, RC will discuss this matter with the SA.

08/19/2009 10:21:27 AM PETERSG Case: 090203190

Voice Mail To Dealer Service Advisor - Andy @ Jim Wynn Volkswagen, Inc. (406482)

RC LVMM for the SA, asking him to send the photos he took of the customer's vehicle or call RC if that is not possible.

08/19/2009 10:20:04 AM PETERSG Case: 090203190

Call From Owner - Mr. [REDACTED]

Customer states on 8/8/09, he was trying to parallel park when his mechatronics unit caused his transmission to surge. Customer states he scraped the paint on the side of his EOS on the bumper of a Jeep. Customer states the Jeep isn't damaged, but he needs to have the passenger front side of the EOS repainted. Customer states the repair is about \$700.00 and is being covered by State Farm, but he has a \$250.00 deductible and would like VW to pay it. Customer states he is still driving his EOS because the mechatronic unit is on backorder. Customer states his repair will take place after the mechatronic unit is replaced. RC asked for a copy of the body shop estimate. Customer states he will send it. RC asked for photos. Customer states SA, Andy, at 406482 took pictures and RC can call him to obtain them. RC to call the dealer.

All Customer Contacts for: Mr. [REDACTED]

08/19/2009 10:16:55 AM GIROUXS Case: 090203190

Transfer To Level 2 / Exec - Greg

CO transfered to RC. RC to continue.

08/19/2009 10:16:49 AM GIROUXS Case: 090203190

Return To Owner - [REDACTED]

CO advised: will transfer customer to someone who will specifically ask questions regarding the accident; before transferring, seeking to know if customer has any questions about mechatronics unit. Customer states: first, when will it be in. CO advised: when we spoke with dealer on Monday, they advised the ETA is 4 weeks; part may come in sooner, and we have been getting better with getting the parts in more quickly, but it is a part that needs to be specially made for each car, so it still may take that much time. Customer states: seeking to know the track record of the new mechatronics units that VW is putting in cars. CO advised: we found that one tiny component of the mechatronics is causing the failure of the unit; that component has been redesigned and customer shouldn't experience this same issue again; CO can't promise of course that part will never fail again, but we have addressed this specific issue. Customer states: seeking to clarify what dealer 406482 has advised him; they have advised that vehicle is safe to drive, and customer would like to be sure he's not damaging vehicle further by continuing to drive it. CO advised: we have not seen any collateral damage as a result of continuing to drive vehicle; if customer feels safe and dealer has advised it is okay, customer may continue driving car; if customer doesn't feel safe, we can look into getting customer into a loaner. Customer states: not concerned with safety, that's fine; just wanted to be sure no further damage was being done; CO has answered all questions. CO advised will transfer to RC now. CO to transfer.

08/19/2009 10:16:40 AM GIROUXS Case: 090203190

Call To Level 2 / Exec - Mindy

CO advised: customer is claiming that faulty mechatronics unit caused him to get into a minor accident a few weeks ago; going to get it repaired next week; seeking to know if CO should transfer customer to level 2. RC advised: CO should go back to customer and make sure to answer any questions regarding his backordered part; CO should make it clear that RC will only speak to him about accident. CO acknowledged. CO to return to owner.

08/19/2009 10:03:25 AM GIROUXS Case: 090203190

Return Call From Owner - [REDACTED]

Customer states: recieved a call yesterday from CARE regarding the mechatronics unit; was advised to call CARE if there were further concerns or questions; wanted to let VW know that the problem he's having with the vehicle is that it "buckles" when accelerating from a stop, and this "buckling" caused him to get into an accident; Saturday Aug 1 he was attempting to parralel park and each time he would accelerate from a stop, going forward or backward, vehicle would surge and this caused him to clip another car and he scratched the front of vehicle. CO advised: would like to place customer on hold to determine if customer should speak with another team. Customer acknowledged. CO to call level 2.

08/17/2009 01:02:12 PM MANNAE Case: 090203190

Voice Mail To Owner - Mr. [REDACTED]

CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

08/17/2009 11:53:11 AM MANNAE Case: 090203190

Call To Dealer Service Advisor - DJ @ Jim Wynn Volkswagen, Inc. (406482)

SA advised in vehicle, ETA provided 4 weeks, no GW. CO to call customer.



**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	290
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05135
<b>Sales Model</b>	1F78V3	<b>Prod Date</b>	11/29/2007	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UQ
<b>Exterior Color</b>	INDIA RED	<b>A/C Installed</b>		<b>Deliver POE</b>	UQ
<b>Interior Color</b>	UNKOWN	<b>Source</b>	US Delivery from Europe		
<b>In Service Date</b>	05/24/2008	<b>Engine#</b>	BPY 208758		
<b>Demo Ext Num</b>		<b>Expires</b>		<b>Miles</b>	
<b>Addl Wrnty Num</b>		<b>Base Warranty</b>	05/2012		50
<b># Claims</b>	4 \$785.00	<b>Demo Warranty</b>			0
		<b>Addl Warranty</b>			0
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	408287	Flemington Volkswagen			
<b>Billed To</b>	408287	Flemington Volkswagen			
<b>Sales Options</b>	PIT,PLE				
<b>Factory Options</b>	PIT,PLE,PSO,WCO				

**Purchase History**

Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
408283	Atlantic Volkswagen	05/24/2008	New	Tiffany Skrzat

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
408283	Atlantic Volkswagen	68179BC	W2	9415	Headlight assembly	2009/04/11	\$18.00	9,000	Miles	200916	96
408283	Atlantic Volkswagen	68179AC	W2	6847	Wind deflector	2009/04/11	\$719.00	9,000	Miles	200916	97
408287	Flemington Volkswagen	47656AC	FM	0181	Inventory inspection US	2008/05/02	\$24.00	0	Miles	200819	98
408287	Flemington Volkswagen	28201AC	FM	0181	Inventory inspection US	2008/03/03	\$24.00	0	Miles	200814	99







## Case 090191724

**Customer:** Ms. [REDACTED]  
**Program:** Recovery  
**Status:** 08/17/2009 Closed  
**Source:** Phone  
**Assigned:** Melinda Prentice (PRENTIM)

**Vehicle:** 2008 Volkswagen Eos  
WVWBA71F88V [REDACTED]  
**Production Date:** 10/29/2007  
**Odometer:** 4,466 Miles  
**Wty Start Date:** 06/30/2008  
**Dealer:** West Houston Volkswagen (425047)

### Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Manufacturer / Special Programs / Outbound	Mechatronics	Not Applicable	Not Applicable

### Contacts

08/17/2009 11:33:28 PRENTIM Call To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (425

Service Manager states he has customer's vehicle in body shop making repairs to bumper. Service Manager has informed customer and they are pleased with VW decision. RC advised for Service Manager to fax completed Repair Order to PL for reimbursement once repairs are complete. No further action pending fax from dealer.

08/14/2009 10:11:29 PRENTIM E-Mail To Multiple Roles - SM James, FOM-Jeff, PL-Chris

Good morning, all:

Just to close the loop--

I spoke to Chris Lewis with PL this morning and he has agreed to pay for the damage to the bumper.

James:

I left you a voicemail with this information. You can fax the completed Repair Order to Chris at 201-894-5498 once repairs are completed for EFT reimbursement. Let me know if you would like to give the customer the good news.

Thanks, everyone!!! RC to wait for dealer call.

08/14/2009 10:05:43 PRENTIM Voice Mail For Dealer Service Mgr - James Rushing @ West Houston Volkswagen

RC LVMTRMC. RC advised PL is going to pay for repairs. RC to advise of PL fax # for dealer reimbursement and to discuss who will give customer good news. Wait Dealer call.

08/14/2009 09:57:32 PRENTIM Return Call From Product Liaison - Chris Lewis

PL advised that since dealer has confirmed the vehicle was surging, PL will pay for bumper repairs. RC to call Service Manager to advise to send completed Repair Order to Chris Lewis @ PL for payment.

08/14/2009 09:15:33 PRENTIM Voice Mail For Product Liaison - Chris Lewis

RC left message to see if PL has reviewed case yet. RC to wait PL call.

08/11/2009 04:48:02 PRENTIM Assigned To Southern - PRENTIM

08/11/2009 04:24:11 PRENTIM E-Mail To Product Liaison - Chris Lewis

RC forwarded ROs and estimate for repairs to PL for review. Repairs are estimated at \$936.43. RC to wait PL. (PL will not be in the office until Friday so Service Manager is updating customer and RC promised to update Service Manager by COB Friday.)

08/11/2009 04:06:28 MARASHS Assigned To Southern - CCC

08/11/2009 04:05:58 MARASHS FAX From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (

Fax in Doc Center.

## Contacts

08/11/2009 10:06:48 PRENTIM Call From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (4

Service Manager advised he just faxed documentation RC had requested. Service Manager inquired if VW was going to assist customer. RC advised it is possible through PL but warranty has denied. RC gave Service Manager explanation that warranty provided as to why this is not consequential damage. Service Manager states he was not able to duplicate the hesitation concern but could feel surging as he drove with customer. Service Manager put new mechatronic in vehicle and drove it home last night. Service Manager states it is still shifting rough so he is going to have technician ensure all memory codes are re-set on the vehicle and test drive it again as he does not want to give the vehicle back to the customer until he is 100% sure it is repaired. Service Manager advised customer stated they backed into a pole and now whole bumper will need to be replaced for about \$1000. RC advised PL is out of the office until Friday. RC advised once all faxes are received, RC will review and hopefully have decision no later than COB Friday. Service Manager is going to work with customer until then. Service Manager wants call on his cell phone with update. (281-684-7217) RC to wait fax.

08/10/2009 02:48:48 PRENTIM E-Mail To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (

RC asked again for repair orders related to Mechatronics repair and an estimate for bumper damage. Wait fax from dealer.

08/10/2009 02:47:41 PRENTIM E-Mail From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (

Service Manager forwarded same pictures of vehicle as what is already on file. RC to respond to email asking again for Repair Order's related to repair and an estimate for the damage.

08/10/2009 08:54:10 PRENTIM E-Mail To FOM - Jeff Asmussen

RC advised FOM that RC has not yet received any documentation from Service Manager regarding this case. RC to continue to wait fax.

08/06/2009 04:12:18 PRENTIM Assigned To Southern - PRENTIM

08/06/2009 04:11:43 CAMILOM Assigned To Southern - ccc

08/06/2009 04:06:11 CAMILOM E-Mail From Dealership Personnel - James Rushing <jwrushing@westhousto @  
Email attachments in doc center.

08/06/2009 02:20:08 PRENTIM E-Mail From FOM - Jeff Asmussen

FOM advised he just asked Service Manager to forward all information to RC for review. Wait dealer fax.

08/06/2009 02:18:57 PRENTIM Call To Product Liaison - Chris Lewis

RC informed PL that warranty was not going to cover bumper repairs. PL to wait for all information from dealer before making a decision. RC to wait dealer fax.

08/06/2009 02:09:59 PRENTIM Continued Comment With Warranty Admin. - John Booms

Warranty advised the damage to the bumper would not be covered under warranty as consequential damage as the failure of the DSG does not override the brake. The customer would have been able to engage the brake and the surging does not occur when brake is engaged. Additionally, the surge only occurs forward or backward depending on the gear it is in. It would never surge back and forth in the same gear. RC to inform PL.

08/06/2009 01:52:01 PRENTIM Call To Warranty Admin. - Linda

RC asked if damage caused by failed mechatronic unit could be claimed as consequential damage. Warranty Helpline (Linda) placed RC on hold to consult with supervisor. RC was transferred to Powertrain leader, John Booms.

## Contacts

08/06/2009 01:41:35 PRENTIM E-Mail From Product Liaison - Chris Lewis

If a failure of the DSG caused the damage and the repair of the DSG is a warranty matter than wouldn't the bumper repair be warranty as well? RC to call warranty helpline.

Let's wait for the estimate and see what we're looking at. RC to call warranty helpline.

08/06/2009 12:26:07 PRENTIM E-Mail To Product Liaison - Chris Lewis

RC forwarded pictures to PL. Wait PL.

08/06/2009 12:24:56 PRENTIM FAX To Product Liaison - Chris Lewis

RC faxed incident report. RC to forward pictures.

08/06/2009 12:22:08 PRENTIM FAX To Product Liaison - Chris Lewis

RC faxed incident report to PL. RC to forward pictures via email.

08/06/2009 12:13:44 PRENTIM E-Mail To Multiple Roles - SM-James Rushing, FOM Jeff Asmussen

Hi everyone:

Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review. In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.

Thanks!

RC to forward incident report and pictures to PL for review.

08/06/2009 12:13:21 PRENTIM Assigned To Southern - PRENTIM

RC to engage PL.

08/06/2009 12:03:28 BALDWIA Assigned To Southern - unassigned

Please research concern with damage to customer rear bumper. Level 2 to research.

08/06/2009 11:47:51 BALDWIA Call To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (42)

RCM advised calling regarding customer concern. SM advised the mechatronic unit is supposed to be in next week; CUST is in a loaner vehicle at this time; customer was told the mechatronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to experience the complaint that customer described caused the rear bumper damage. SM advised that he can see the concern happening as Customer described; there is a bad hesitation and surging back and forth; the whole rear bumper. RCM to assign to Level 2.

08/06/2009 11:30:06 BALDWIA E-Mail From FOM - Jeff Asmussen

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liaison too since customer wants reimbursement for damages. RCM to call dealer.

08/05/2009 10:53:30 ZIEHMEC Note To User - CCC

RCM to e-mail dealer 425047



Please call w/ P.O.  
To:  
James**Meszaros**  
**MOTOR SPORTS**Complete Automotive Service • Auto Paint • Auto Body  
1110 Upland • Houston, Texas 77043  
(713) 973-1788 Fax (713) 973-0790

02011MMCB44902

CUSTOMER NO. <b>101</b>	ADVISOR <b>DANIEL MORGAN</b>	TAG NO. <b>80 1574</b>	INVOICE DATE <b>08/18/09</b>	INVOICE NO. <b>MMCB44902</b>
	LABOR RATE	RELEASE <b>4,633</b>	COLOR <b>BLACK/</b>	STOCK NO.
	YEAR/MAKE/MODEL <b>08/VOLKSWAGEN/EOS</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>W V W B A 7 1 F 8 8 V</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.B. NO. <b>203465486</b>	R.O. NO.	R.O. DATE <b>08/17/09</b>	
	COMMENTS	MO: 4633		

LABOR & PARTS		TECH(S):71	75.60
J# 1 96SUZ	BODY REPAIR REPAIR PER ESTIMATE		
JOB # 1 TOTAL LABOR & PARTS			75.60
J# 2 96SUZ		TECH(S):65	142.80
	BODY REFINISH REFINISH PER ESTIMATE		
JOB # 2 TOTAL LABOR & PARTS			142.80
G.O.G. & SUPPLIES			
JOB # 2	1.0 PAINT AND MATERIALS	95.200 /UNIT	95.20
TOTAL - GOG			95.20
MISC.....CODE.....DESCRIPTION.....CONTROL NO.....			
JOB # 1	FLEX FLEX ADDITIVE		12.00
TOTAL - MISC			12.00

TOTALS			
*****			
		TOTAL LABOR....	218.40
		TOTAL PARTS....	0.00
		TOTAL SUBLET....	0.00
		TOTAL G.O.G....	95.20
		TOTAL MISC CHG.	12.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	325.60

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Notice Pursuant to §70.001, Texas Property Code  
I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.600, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible

[ END OF INVOICE ] 11:05am

The Reynolds and Reynolds Company, CRAFTSMAN  
SPRINGER (10/07)

CUSTOMER COPY



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS92487

VWWS92487



01011VWWS92487

CELL: [REDACTED]

CUSTOMER NO. <b>29331</b>	ADVISOR <b>DARDEN TEJEDA</b>	TAB NO. <b>4165</b>	INVOICE DATE <b>08/20/09</b>	INVOICE NO. <b>VWWS92487</b>
[REDACTED]	LABOR RATE <b>89.50</b>	MILEAGE <b>4,466</b>	COLOR <b>BLACK UNI/C</b>	STOCK NO. <b>208043</b>
	YEAR / MAKE / MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>		DELIVERY DATE <b>06/30/08</b>	DELIVERY MILES <b>154</b>
	VEHICLE I.D. NO. <b>W V W B A 7 1 F 8 8 V</b>		SELLING DEALER NO. <b>25047</b>	PRODUCTION DATE <b>10/29/07</b>
	P.T.E. NO.		R.O. NO.	R.O. DATE <b>07/28/09</b>
	COMMENTS			
MO: 4476				

## JOB# 1 CHARGES

LABOR  
J# 1 11VWZ ENGINE MINOR HOURS: 3.50 TECH(S): 4195 313.25  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
4195 08/07/09 0.00 3.50 0.00 3.50 ENTERED IN INVOICING  
TOTAL TECH TIME 0.00 3.50

CUSTOMER STATES WHILE SETTING AT A STOP UPON  
ACCELERATION CAR HESITATES AND DOES NOT RESPOND  
DELAY IN RESPONSE TO THE TRANSMISSION  
CAR ALSO JERKS WHILE BACKING AND GOING FORWARD  
CUSTOMER STATES UPON ACCELERATION VEHICLE HESITATES  
PERFORMED TEST DRIVE, SHIFTS HARSH OPEN VTA 484830 613  
REPLACED MECHTRONICS UNIT REPLACED FILTER, FLUID AND BOLTS  
SET BASIC SETTINGS  
TEST DROVE VEHICLE OK  
DOC FLOW# 1005883774

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CLAIM #---WARRANTY OP. CODES---FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
92487A 01320023 0.50 351140 110  
92487A 01210004 0.10  
92487A 01210002 0.10  
92487A 01500000 0.30  
92487A 35111900 2.50

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
1 *			02E-325-025-AD-ZCE	MECHTRON.	1155.00	1155.00	1650.00
10			N-105-540-02	SCREW	0.35	3.50	7.00
5			G-052-182-A2	GEAR OIL	13.16	65.80	94.00
1			02E-321-371-E	GASKET	4.95	4.95	9.90
1			WMT-001-403	SEAL	0.75	0.75	1.50
1			02E-305-051-C	FILTER	25.50	25.50	42.50
COST TOTAL					1255.50		
					TOTAL - PARTS		1804.90

## JOB# 1 TOTALS

LABOR 313.25  
PARTS 1804.90

JOB# 1 JOURNAL PREFIX VWWS JOB# 1 TOTAL 2118.15

## JOB# 3 CHARGES

LABOR  
J# 3 60VWZ INTERIOR TRIM HOURS: 1.10 TECH(S): 4195 98.45  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
4195 08/06/09 0.00 1.10 0.00 1.10 ENTERED IN INVOICING  
TOTAL TECH TIME 0.00 1.10

CUSTOMER STATES LEFT A PILLARD IS LEAKING WATER  
CUSTOMER STATES LEFT A PILLARD IS LEAKING WATER, VEHICLE  
HAS A LEAK PERFORMED TSB 2015260 REPAIR CHECKED OK

CLAIM #---WARRANTY OP. CODES---FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
92487B 61394299 0.10 613950 110  
92487B 01320026 1.00





# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS92487

VWWS92487



01011VWWS92487

CELL: [REDACTED]

CUSTOMER NO. <b>29331</b>	ADVISOR <b>DARDEN TEJEDA</b>	TAG NO. <b>4165</b>	INVOICE DATE <b>08/20/09</b>	INVOICE NO. <b>VWWS92487</b>
[REDACTED]	LABOR RATE <b>89.50</b>	MILEAGE <b>4,466</b>	COLOR <b>BLACK UNI/C</b>	STOCK NO. <b>208043</b>
	YEAR/MAKE/MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>		DELIVERY DATE <b>06/30/08</b>	DELIVERY MILES <b>154</b>
	VEHICLE I.D. NO. <b>W V W B A 7 1 F 8 8 V</b>		SELLING DEALER NO. <b>25047</b>	PRODUCTION DATE <b>10/29/07</b>
	R.T.E. NO.	R.D. NO.	R.O. DATE <b>07/28/09</b>	
	COMMENTS			

MO: 4476

JOB# 3 TOTALS-----  
LABOR 98.45

JOB# 4 CHARGES-----  
JOB# 3 JOURNAL PREFIX VWWS JOB# 3 TOTAL 98.45

LABOR-----  
J# 4 60VWZ01 INT TRIM CONCERN HOURS: TECH(S):4195 0.00  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
4195 08/11/09 0.00 0.00 0.00 0.00 ENTERED IN INVOICING  
TOTAL TECH TIME 0.00 0.00

CUSTOMER STATES RIGHT SIDE A PILLARD IS LEAKING WATER  
SEE LINE 3

JOB# 5 CHARGES-----  
LABOR-----  
J# 5+70VWZ03 RENTAL HOURS: TECH(S):4195 0.00  
Added Operation (DARDENT @ 07/28/2009 13:50)  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
4195 08/18/09 0.00 0.00 0.00 0.00 ENTERED IN INVOICING  
TOTAL TECH TIME 0.00 0.00

RENTAL

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
92487C 0 LOAN55 1SP  
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
8631 926846933 08/18/09 BUDGET 926846933  
TOTAL - SUBLET 630.07

JOB# 5 TOTALS-----  
SUBLET 630.07

JOB# 6 CHARGES-----  
JOB# 5 JOURNAL PREFIX VWWS JOB# 5 TOTAL 630.07

LABOR-----  
J# 6+51VWZ EXTERIOR TRIM HOURS: TECH(S):4195 0.00  
Added Operation (DARDENT @ 08/14/2009 11:59)  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
4195 08/18/09 0.00 0.00 0.00 0.00 ENTERED IN INVOICING  
TOTAL TECH TIME 0.00 0.00

CUSTOMER STATES REAR BUMPER DAMAGE DO TO HESITATION WHILE  
BACKING  
SUBLET CAR TO BODY SHOP, REPLACED REAR BUMPER PER  
CUSTOMER RELATIONS FAX PAPER WORK TO CHRIS LEWIS  
FOR PAYMENT LINE 6 BODY WORK 201-894-5498 PER  
MINDY PRENTICE 248-754-3558

CLAIM # 92487D

Dealer Code: 425047



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS92487

VWWS92487



0101VWWS92487

CELL: [REDACTED]

CUSTOMER NO. <b>29331</b>	ADV/SOR <b>DARDEN TEJEDA</b>	4165	TAG NO. <b>3680</b>	INVOICE DATE <b>08/20/09</b>	INVOICE NO. <b>VWWS92487</b>
[REDACTED]	LABOR RATE <b>89.50</b>	[REDACTED]	MILEAGE <b>4,466</b>	COLOR <b>BLACK UNI/C</b>	STOCK NO. <b>208043</b>
	YEAR / MAKE / MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>			DELIVERY DATE <b>06/30/08</b>	DELIVERY MILES <b>154</b>
	VEHICLE ID. NO. <b>W V W B A 7 1 F 8 8 V</b>			SELLING DEALER NO. <b>25047</b>	PRODUCTION DATE <b>10/29/07</b>
	P.T.E. NO.			R.O. NO.	R.O. DATE <b>07/28/09</b>
	COMMENTS				

MO: 4476

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		100-807-417-K-GRU	COVER	315.00	315.00	525.00	525.00
					COST TOTAL	315.00		
						TOTAL - PARTS		525.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION		
	8630	44902		08/18/09	MESZAROS PAINT AND BODY		325.60
						TOTAL - SUBLET	325.60

JOB# 6 TOTALS						PARTS	525.00
						SUBLET	325.60
JOB# 6 JOURNAL PREFIX VWWS						JOB# 6 TOTAL	850.60

COMMENTS						R/O TAX	0.00
DROP OFF						R/O TOTALS	3697.27

WARRANTY CLAIM DETAIL TOTALS								
CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
92487A	313.25	1804.90	0.00	0.00	0.00	0.00	0.00	2118.15
92487B	98.45	0.00	0.00	0.00	0.00	0.00	0.00	98.45
92487C	0.00	0.00	630.07	0.00	0.00	0.00	0.00	630.07
92487D	0.00	525.00	325.60	0.00	0.00	0.00	0.00	850.60
CLAIM TOTALS	411.70	2329.90	955.67	0.00	0.00	0.00	0.00	3697.27

APPROVED BY SIGNATURE

17113 KATY FREEWAY  
HOUSTON, TX 77094  
281-675-8600  
FAX- 281-675-8257

**WEST HOUSTON  
VOLKSWAGEN**

# Fax

**To:** CHRIS LEWIS

**From:** LAURA KYDD

**Fax:** 201-894-5498

**Pages:**

**Phone:**

**Date:** 8/21/2009

**Re:** BUMPER REPAIR

**CC:**

☐ **Urgent**

☐ **For Review**

☐ **Please Comment**

☐ **Please Reply**

☐ **Please Recycle**

● **Comments:** PLEASE REVIEW FOR PAYMENT

West Houston JAMES W. RUSHING  
Volkswagen Service Manager

17116 Katy Freeway, Houston, TX 77094

jw.rushing@westhoustonvw.com

www.westhoustonvw.com

(281) 675-8600

Dealer (281) 675-8660

Cell (281) 684-7207

(281) 675-8257



FROM THE OFFICE OF JAMES RUSHING

DATE: 8/11/09

NO. PAGES: 4

RE: [REDACTED] EOS

TO: Mindy Prentice

FAX NO.: 248.754.6504

COMPANY: VW

ATTENTION: Mindy

PHONE NO.:

ITEMS: Here is the copy of the  
Body Shop Repair and Repair ord.  
If you need anything else let me know.

Thank You And Have A Blessed Day  
James W. Rushing

Service Manager

# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway  
Houston, Texas 77094

MAIN (281) 875-8600 Fax (281) 875-8257

www.westhoustonvw.com

92487



92487

## RECOMMENDED SERVICES

OPERATION	DESCRIPTION	MO	MI	OPERATION	DESCRIPTION	MO	MI
01VWZ020 00VWZ4C71 00VWZSYND	20000 MILE SERVICE OIL/FILTER CHANGE 4C OFC TDI SYNTHETIC		172.80	01VWZ035 00VWZ6CYL 00VWZDIE	35000 MILE SERVICE OIL/FILTER CHANGE 6C OFC TDI REG OIL		48.00
			34.40				34.40
			34.40				34.40

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/13/09	91975	3842	4165	4069	C	51VWZ	BODY ELECTRICAL
				4069	W	00VWZ27PT	27 POINT INSPECTION
06/02/09	90497	3598	4165	4069	W	70VWZ03	RENTAL
				4069	C	00VWZ27PT	27 POINT INSPECTION
				4069	C	46VWZZ	WHEEL/TIRE CONCERN
				4069	C	01VWZSK2LTOR25	SK SERVICE 2.0/2.5

SALESPERSON NO. 4142 KATHY L SCOTT

## SERVICE

STATE REG# TX

VEHICLE NO. WVWDA71F88V	YEAR MAKE MODEL 08 VOLKSWAGEN EOS/CONV	PRODUCTION DATE 10/29/07	STOCK NO. 208043	LICENSE NO. 92487
CUSTOMER NO. 29331	SERVICE CONTRACT 06/30/08	DELIVERY DATE 06/30/08	OLD/NEW MILES 15425047	SELLING DEALER NO. 07/28/09
COLOR BLACK UNI/CORNSII	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO. 3680
TUNING VWZZ	AIR COND. R.B. Y	TRAFFIC A	MILEAGE 4466	ADVISOR NO. 4165
ADVISOR DARDEN TPIEDA	<p>I HEREBY AUTHORIZE THE REPAIR WORK THEREIN SET FORTH TO BE DONE BY YOU TOGETHER WITH THE FURNISHING BY YOU OF THE NECESSARY PARTS AND OTHER MATERIAL FOR SUCH REPAIR. I AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OR DELAYED AVAILABILITY OF PARTS OR MATERIAL FOR ANY REASON. THAT YOU NEITHER ASSUME OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH SUCH REPAIR. THAT YOU SHALL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE TO THE ABOVE VEHICLE OR ARTICLES LEFT THEREIN IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL. THAT AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. THAT YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTING SUCH VEHICLE.</p>			
APPOINTMENT 07/22/09 07:28/09 07:00pm	LABOR RATE 95.00	<p>ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.</p>		

RADIO CODE J 1524 IMMOBIL CODE J VWZ527G2182048

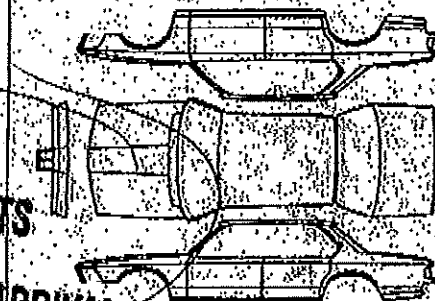
ORIGINAL CUSTOMER ESTIMATE TOTAL  
0.00

COMMENTS  
DROP OFF

ENGINE MINOR  
CUSTOMER STATES WHILE SETTING AT A STOP UPON  
ACCELERATION CAR HESITATES AND DOES NOT RESPOND  
DELAY IN RESPONSE TO THE TRANSMISSION.  
CAR ALSO JERKS WHILE BACKING AND GOING FORWARD

PERFORM FREE 27 POINT INSPECTION  
ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY

BACK ORDERED PARTS  
YOU WILL BE NOTIFIED ON ARRIVAL



MINIMUM DIAGNOSTIC FEE \$200.00  
[CONTINUED ON NEXT PAGE]

08/10/2009 at 04:07 PM  
18804

Job Number:

MESZAROS MOTOR SPORTS INC.  
Federal ID #:760321478  
WEST HOUSTON SUBARU AND VOLKSWAGEN BODY SHOP  
1110 Upland  
Houston, TX 77043  
(713) 973-1788 Fax: (713) 973-0790

ATTN: James  
Rushing

ESTIMATE OF RECORD

Written By: DANIEL MORGAN 08/06/2009 01:05 PM  
Adjuster:

Insured:  
Owner:  
Address:

Claim #PHONE ESTIMATE  
Policy #

Day:  
Evening:

Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact:

Inspect  
Location:

Insurance  
Company:

Days to Repair

2008 VW EOS 4-2.0L-T 2D CNVT BLACK Int:

VIN: WVWBA71F28V

Lic:

TX Exp Date:

Odometer:

Condition: Excellent

Air Conditioning

Cruise Control

Keyless Entry

Body Side Moldings

Power Convertible Top

Fog Lamps

Power Steering

Power Locks

AM Radio

Search/Seek

Anti-Lock Brakes (4)

Head/Curtain Air Bags

Positraction

Automatic Transmission

Rear Defogger

Telescopic Wheel

Alarm

Dual Mirrors

Traction Control

Signal Integrated Mirrors

Power Brakes

Power Mirrors

FM Radio

CD Player

Driver Air Bag

Front Side Impact Air Bag

Cloth Seats

Overdrive

Tilt Wheel

Intermittent Wipers

Message Center

Console/Storage

Stability Control

Clear Coat Paint

Power Windows

Heated Mirrors

Stereo

Auxiliary Audio Connectio

Passenger Air Bag

4 Wheel Disc Brakes

Bucket Seats

Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR BUMPER					
2	Repl	Bumper cover w/reverse sens	1	525.00		1.8	2.4
3		Add for Clear Coat					1.0
4		Add for reverse sens				0.4	
5#		Flex Additive per Bumper	1	12.00			
6#		**** Possible Damage to Inner Components ****	1				

08/10/2009 at 04:07 PM  
18804

Job Number:

ESTIMATE OF RECORD  
2008 VW EOS 4-2.0L-T 2D CNVT BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
7		OTHER CHARGES					
#	E.P.C.		1	12.00			
Subtotals ==>				549.00		2.2	3.4
Parts							
Body Labor			2.2 hrs @	\$ 42.00/hr		92.40	
Paint Labor			3.4 hrs @	\$ 42.00/hr		142.80	
Paint Supplies			3.4 hrs @	\$ 28.00/hr		95.20	
Body Supplies			1.8 hrs @	\$ 2.50/hr		4.50	
Other Charges						12.00	
SUBTOTAL							
Sales Tax				\$ 636.70 @	8.2500%		\$ 52.53
GRAND TOTAL							\$ 936.43
ADJUSTMENTS:							
Deductible							0.00
CUSTOMER PAY							\$ 0.00
INSURANCE PAY							\$ 936.43

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide BRAS290, CCC Data Date 07/01/2009, and the parts selected are OEM-parts manufactured by the vehicle Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCV, or USB. Reconditioned parts are described as Recond. Recond parts are described as Recond. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

## **Lewis, Chris**

---

**From:** Prentice, Melinda  
**Sent:** Friday, August 14, 2009 10:11 AM  
**To:** 'James Rushing'  
**Cc:** Asmussen, Jeff; Lewis, Chris  
**Subject:** RE: [REDACTED]/08 EOS/WWWBA71F88V [REDACTED]

Good morning, all:

Just to close the loop---

I spoke to Chris Lewis with PL this morning and he has agreed to pay for the damage to the bumper.

James:

I left you a voicemail with this information. You can fax the completed Repair Order to Chris at 201-894-5498 once repairs are completed for EFT reimbursement. Let me know if you would like to give the customer the good news.

Thanks, everyone!!!

**Mindy Prentice**  
Regional Consultant  
Volkswagen Customer CARE

Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309

Phone: 248-754-3558  
Fax: 248-754-6504  
[Melinda.Prentice@vw.com](mailto:Melinda.Prentice@vw.com)  
<http://www.vw.com>

---

**From:** James Rushing [mailto:jwrushing@westhoustonvw-subaru.com]  
**Sent:** Monday, August 10, 2009 12:44 PM  
**To:** Prentice, Melinda  
**Subject:** FW: MERTEN/08 EOS/WWWBA71F88V [REDACTED]

MRS,PRENTICE

These are the picture of mrs [REDACTED] eos she stated that she  
Was going to backup the car hesitated and the went in reverse  
Quickly and they hit a pole.they are asking for the bumper to be repaired.  
If you have anymore questions please call me at [REDACTED]  
Thanks  
James w rushing

---

**From:** James Rushing [mailto:jwrushing@westhoustonvw-subaru.com]  
**Sent:** Monday, August 03, 2009 3:15 PM  
**To:** 'Asmussen, Jeff'  
**Subject:** MERTEN/08 EOS/WWWBA71F88V [REDACTED]

---



JEFF

This is the eos information I spoke with you about  
This lady has contacted customer care I told them  
About the situation that they where asking for help  
And that you and I were talking about the body damage  
If you have any question are need anything else let me no.  
James w rushing

G 3, 2009 R/O CLOSE OUT

Store 01 SERVC01 PORT 5023 3651

```
-----
| X. R/O NO. 92487 TYPE SERVICE | 11. ADVISOR 4165 |
|-----| 12. DATE IN 07/28/2009|
| 1. CUS [REDACTED] | 13. TIME IN 07:32am |
| [REDACTED] | 14. DATE PR 07/28/2009|
| KATY TX [REDACTED] | 15. TIME PR 07:00pm |
| PHONE(B) [REDACTED] | 16. TAG NO. 3680 |
|-----| 17. MI I/O 4466/ |
| 2. SERIAL# WVVBA71F88V [REDACTED] PROD DT 10/29/2007| 18. PO NO. |
| LICENSE# [REDACTED] STK#208043 DEL 06/30/2008| 19. COMMENTS Y |
| DESC. VW EOS BLACK UNI CORNSILK BEIGE 08 | 20. RECOMMEN |
|-----| 21. JRNL PFX PICKUP|
| 3. JOBS (J#) 1 2 3 4 5 | 22. |
| STATUS |-----|
| 4. LABOR 0.00 0.00 0.00 |
| 5. PARTS 0.00 0.00 0.00 |
| 6. SUBLET 0.00 0.00 0.00 |
| 7. G.O.G. 0.00 0.00 0.00 |
| 8. MISC 0.00 0.00 0.00 |
| 9. TAX 0.00 0.00 0.00 |
| 10. EST $ [ 0.00] TOTALS [C] 0.00 [W] 0.00 [I] 0.00 |
|-----|
```

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA

## **Lewis, Chris**

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:26 PM  
**To:** Lewis, Chris  
**Subject:** FW: [REDACTED]/08 EOS/WWWBA71F88V[REDACTED]  
**Attachments:** JEFF 001.jpg; JEFF 002.jpg; JEFF 003.jpg; JEFF 004.jpg; JEFF 005.jpg

Chris:

I faxed you an incident report on this. DSG failure caused an accident.

Thanks,

**Mindy Prentice**  
Regional Consultant  
Volkswagen Customer CARE

Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309

Phone: 248-754-3558  
Fax: 248-754-6504  
[Melinda.Prentice@vw.com](mailto:Melinda.Prentice@vw.com)  
<http://www.vw.com>

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:13 PM  
**To:** 'jwrushing@westhoustonvw-subaru.com'; Asmussen, Jeff  
**Cc:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** FW: [REDACTED]/08 EOS/WWWBA71F88V[REDACTED]

---

**Hi everyone:**

**Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review.**

**In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.**

**Thanks!**

**Mindy Prentice**  
Regional Consultant  
Volkswagen of America, Customer CARE  
Phone: 248-754-3558  
Fax: 248-754-6504

**From:** Asmussen, Jeff  
**Sent:** Wednesday, August 05, 2009 3:09 PM  
**To:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** Fw: [REDACTED]/08 EOS/WWWBA71F88V[REDACTED]

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liason too sionce customer wants reimbursement for damages.

**From:** James Rushing <jwrushing@westhoustonvw-subaru.com>

**To:** Asmussen, Jeff

**Sent:** Mon Aug 03 16:14:54 2009

**Subject:** [REDACTED] 08 EOS/WVWBA71F88V [REDACTED]

JEFF

This is the eos information I spoke with you about  
This lady has contacted customer care I told them  
About the situation that they where asking for help  
And that you and I were talking about the body damage  
If you have any question are need anything else let me no.

James w rushing

G 3, 2009 R/O CLOSE OUT

Store 01 SERVC01 PORT 5023 3651

```
-----
| X. R/O NO. 92487 TYPE SERVICE | 11. ADVISOR 4165 |
|-----| 12. DATE IN 07/28/2009|
| 1. CUS [REDACTED] | 13. TIME IN 07:32am |
| [REDACTED] | 14. DATE PR 07/28/2009|
| KATY TX [REDACTED] | 15. TIME PR 07:00pm |
| PHONE(B) [REDACTED] | 16. TAG NO. 3680 |
|-----| 17. MI I/O 4466/ |
| 2. SERIAL# WVWBA71F88V [REDACTED] PROD DT 10/29/2007| 18. PO NO. |
| LICENSE# [REDACTED] STK#208043 DEL 06/30/2008| 19. COMMENTS Y |
| DESC. VW EOS BLACK UNI CORNSILK BEIGE 08 | 20. RECOMMEN |
|-----| 21. JRNL PFX PICKUP|
| 3. JOBS (J#) 1 2 3 4 5 | 22. |
| STATUS |-----|
| 4. LABOR 0.00 0.00 0.00 |
| 5. PARTS 0.00 0.00 0.00 |
| 6. SUBLET 0.00 0.00 0.00 |
| 7. G.O.G. 0.00 0.00 0.00 |
| 8. MISC 0.00 0.00 0.00 |
| 9. TAX 0.00 0.00 0.00 |
| 10. EST $ [ 0.00] TOTALS [C] 0.00 [W] 0.00 [I] 0.00 |
|-----|
```

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA

**Fax**

Bob Cameron  
PL/EC

Melinda Prentice From  
Volkswagen Customer CARE Department  
(248) 754-3558 Phone  
248-754-6504 Fax  
Melinda.Prentice@vw.com E-mail

8/6/09 Date  
1 Total Pages

**Memo**

Subject: VW Vehicle Incident Report

VIN: WWWBA71F88V [REDACTED]  
Reference Number: 090191724

Volkswagen of America, Inc.  
Customer CARE  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +800-822-8987

Ms. [REDACTED]  
[REDACTED]  
Katy, TX August 6, 2009 USA

Home: [REDACTED]  
Business: [REDACTED]

The customer is claiming that the failure of their DSG transmission caused him to roll backwards into something and caused damage to his vehicle. Our department contacted the dealer to follow up on the Mechatronic unit and was advised that the mechatronic unit is supposed to be in next week. The customer is in a loaner vehicle at this time; customer was told the mechatronic unit can take 4-6 weeks to arrive. RCM asked if Service Manager if he was able to experience the complaint that customer described caused the rear bumper damage. Service Manager advised that he can see the concern happening as Customer described; there is a bad hesitation and surging back and forth.

The Dealer engaged the FOM who forwarded pictures and an email to CARE. I have requested repair orders to show any documentation for this complaint as well as an estimate for body repairs. I will forward the pictures to you via email.

Please advise.

Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Bob Arturi - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)



## Facsimile Transmission

To: Chris Lewis  
Location: Product Liaison  
Fax: 201-894-5498

Melinda Prentice Name  
Southern Regional Consultant Title  
Volkswagen Customer CARE Department  
248-754-3558 Phone  
248-754-6504 Fax  
<http://www.vw.com> E-Mail

8/6/09 Date

2 Total Pages

Re: Incident Report 90191724

Chris,

Please find attached report. Email pictures to follow.

Thanks,  
Mindy Prentice  
VWOA-Customer Care

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. +1 248 754 5000  
[www.vw.com](http://www.vw.com)

**CONFIDENTIALITY NOTICE:** THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION WHICH IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE (YOU MAY CALL COLLECT), AND RETURN THE ORIGINAL MESSAGE TO THE SENDER BY U.S. POSTAL SERVICE. YOU WILL BE REIMBURSED FOR POSTAGE. THANK YOU.

## **Lewis, Chris**

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:26 PM  
**To:** Lewis, Chris  
**Subject:** FW: [REDACTED]/08 EOS/WVWBA71F88V [REDACTED]  
**Attachments:** JEFF 001.jpg; JEFF 002.jpg; JEFF 003.jpg; JEFF 004.jpg; JEFF 005.jpg

Chris:

I faxed you an incident report on this. DSG failure caused an accident.

Thanks,

**Mindy Prentice**  
Regional Consultant  
Volkswagen Customer CARE

Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309

Phone: 248-754-3558  
Fax: 248-754-6504  
[Melinda.Prentice@vw.com](mailto:Melinda.Prentice@vw.com)  
<http://www.vw.com>

---

**From:** Prentice, Melinda  
**Sent:** Thursday, August 06, 2009 12:13 PM  
**To:** 'jwrushing@westhoustonvw-subaru.com'; Asmussen, Jeff  
**Cc:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** FW: [REDACTED]/08 EOS/WVWBA71F88V [REDACTED]

---

**Hi everyone:**

**Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review.**

**In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.**

**Thanks!**

**Mindy Prentice**  
Regional Consultant  
Volkswagen of America, Customer CARE  
Phone: 248-754-3558  
Fax: 248-754-6504

**From:** Asmussen, Jeff  
**Sent:** Wednesday, August 05, 2009 3:09 PM  
**To:** Gelfusa (Cramer), Bonnie; Baldwin, Aaron  
**Subject:** Fw: [REDACTED]/08 EOS/WVWBA71F88V [REDACTED]

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liason too sionce customer wants reimbursement for damages.

**From:** James Rushing <jwrushing@westhoustonvw-subaru.com>  
**To:** Asmussen, Jeff  
**Sent:** Mon Aug 03 16:14:54 2009  
**Subject:** [REDACTED] /08 EOS/WVWBA71F88V [REDACTED]

JEFF

This is the eos information I spoke with you about  
This lady has contacted customer care I told them  
About the situation that they where asking for help  
And that you and I were talking about the body damage  
If you have any question are need anything else let me no.  
James w rushing

G 3, 2009 R/O CLOSE OUT Store 01 SERVC01 PORT 5023 3651

```
-----
| X. R/O NO. 92487 TYPE SERVICE | 11. ADVISOR 4165 |
|-----| 12. DATE IN 07/28/2009|
| 1. CU [REDACTED] | 13. TIME IN 07:32am |
| | 14. DATE PR 07/28/2009|
| KATY TX 77450 | 15. TIME PR 07:00pm |
| PHONE(B) [REDACTED] | 16. TAG NO. 3680 |
|-----| 17. MI I/O 4466/ |
| 2. SERIAL# WVWBA71F88V [REDACTED] PROD DT 10/29/2007| 18. PO NO. |
| LICENSE# [REDACTED] STK#208043 DEL 06/30/2008| 19. COMMENTS Y |
| DESC. VW EOS BLACK UNI CORNSILK BEIGE 08 | 20. RECOMMEN |
|-----| 21. JRNL PFX PICKUP|
| 3. JOBS (J#) 1 2 3 4 5 | 22. |
| STATUS |-----|
| 4. LABOR 0.00 0.00 0.00 |
| 5. PARTS 0.00 0.00 0.00 |
| 6. SUBLET 0.00 0.00 0.00 |
| 7. G.O.G. 0.00 0.00 0.00 |
| 8. MISC 0.00 0.00 0.00 |
| 9. TAX 0.00 0.00 0.00 |
| 10. EST $ [ 0.00] TOTALS [C] 0.00 [W] 0.00 [I] 0.00 |
|-----|
```

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA

WEST HO

1-675-  
TEX









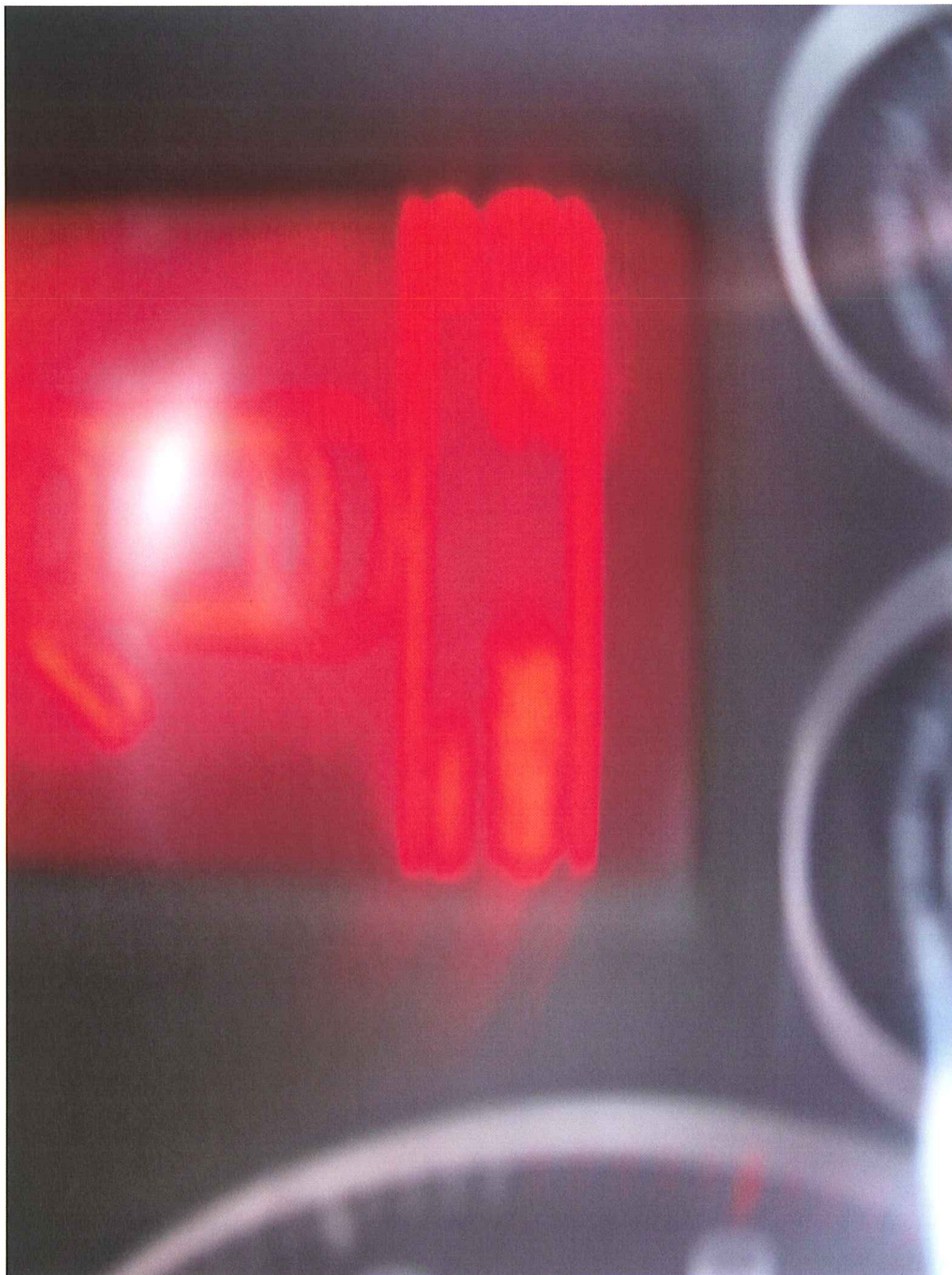






WVWBA71E88V025082





All Customer Contacts for: Ms. [REDACTED]

08/06/2009 02:20:08 PM PRENTIM Case: 090191724

E-Mail From FOM - Jeff Asmussen

FOM advised he just asked Service Manager to forward all information to RC for review. Wait dealer fax.

08/06/2009 02:18:57 PM PRENTIM Case: 090191724

Call To Product Liaison - Chris Lewis

RC informed PL that warranty was not going to cover bumper repairs. PL to wait for all information from dealer before making a decision. RC to wait dealer fax.

08/06/2009 02:09:59 PM PRENTIM Case: 090191724

Continued Comment With Warranty Admin. - John Booms

Warranty advised the damage to the bumper would not be covered under warranty as consequential damage as the failure of the DSG does not override the brake. The customer would have been able to engage the brake and the surging does not occur when brake is engaged. Additionally, the surge only occurs forward or backward depending on the gear it is in. It would never surge back and forth in the same gear. RC to inform PL.

08/06/2009 01:52:01 PM PRENTIM Case: 090191724

Call To Warranty Admin. - Linda

RC asked if damage caused by failed mechatronic unit could be claimed as consequential damage. Warranty Helpline (Linda) placed RC on hold to consult with supervisor. RC was transferred to Powertrain leader, John Booms.

08/06/2009 01:41:35 PM PRENTIM Case: 090191724

E-Mail From Product Liaison - Chris Lewis

If a failure of the DSG caused the damage and the repair of the DSG is a warranty matter than wouldn't the bumper repair be warranty as well? RC to call warranty helpline.

Let's wait for the estimate and see what we're looking at. RC to call warranty helpline.

08/06/2009 12:26:07 PM PRENTIM Case: 090191724

E-Mail To Product Liaison - Chris Lewis

RC forwarded pictures to PL. Wait PL.

08/06/2009 12:24:56 PM PRENTIM Case: 090191724

FAX To Product Liaison - Chris Lewis

RC faxed incident report. RC to forward pictures.

08/06/2009 12:22:08 PM PRENTIM Case: 090191724

FAX To Product Liaison - Chris Lewis

RC faxed incident report to PL. RC to forward pictures via email.

All Customer Contacts for: Ms. [REDACTED]

08/06/2009 12:13:44 PM PRENTIM Case: 090191724

E-Mail To Multiple Roles - SM-James Rushing, FOM Jeff Asmussen

Hi everyone:

Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review. In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504.

Thanks!

RC to forward incident report and pictures to PL for review.

08/06/2009 12:13:21 PM PRENTIM Case: 090191724

Assigned To Southern - PRENTIM

RC to engage PL.

08/06/2009 12:03:28 PM BALDWIA Case: 090191724

Assigned To Southern - unassigned

Please research concern with damage to customer rear bumper. Level 2 to research.

08/06/2009 11:47:51 AM BALDWIA Case: 090191724

Call To Dealer Service Mgr - James Rushing @ West Houston Volkswagen (425047)

RCM advised calling regarding customer concern. SM advised the mechatronic unit is supposed to be in next week; CUST is in a loaner vehicle at this time; customer was told the mechatronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to experience the complaint that customer described caused the rear bumper damage. SM advised that he can see the concern happening as Customer described; there is a bad hesitation and surging back and forth; the whole rear bumper. RCM to assign to Level 2.

08/06/2009 11:30:06 AM BALDWIA Case: 090191724

E-Mail From FOM - Jeff Asmussen

This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liaison too since customer wants reimbursement for damages. RCM to call dealer.

08/05/2009 10:53:30 AM ZIEHMEC Case: 090191724

Note To User - CCC

RCM to e-mail dealer 425047

**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	121
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05116
<b>Sales Model</b>	1F78V3	<b>Prod Date</b>	10/29/2007	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UH
<b>Exterior Color</b>	BLACK EXTERIOR	<b>A/C Installed</b>		<b>Deliver POE</b>	UH
<b>Interior Color</b>	UNKNOWN	<b>Source</b>	US Delivery from Europe		
<b>In Service Date</b>	06/30/2008	<b>Engine#</b>	BPY 197220		
<b>Demo Ext Num</b>		<b>Expires</b>		<b>Miles</b>	
<b>Addl Wrnty Num</b>		<b>Base Warranty</b>	06/2012		50
<b># Claims</b>	5 \$208.00	<b>Demo Warranty</b>			0
		<b>Addl Warranty</b>			0
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	425038	Momentum Volkswagen			
<b>Billed To</b>	425038	Momentum Volkswagen			
<b>Sales Options</b>	EMM				
<b>Factory Options</b>	PSO,WCO				

**Purchase History**

Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
425047	West Houston Volkswagen	06/30/2008	New	Maria Merten

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
425047	West Houston Volkswagen	87782AC	W2	5557	Rear lock mechanism	2009/03/06	\$100.00	3,000	Miles	200911	95
425047	West Houston Volkswagen	81542AC	W2	6121	Molding	2008/08/14	\$44.00	1,000	Miles	200833	96
425047	West Houston Volkswagen	79942AC	FM	0181	Inventory inspection US	2008/06/27	\$22.00	0	Miles	200827	97
425047	West Houston Volkswagen	78612AC	FM	0181	Inventory inspection US	2008/05/08	\$21.00	0	Miles	200820	98
425047	West Houston Volkswagen	77782AC	FM	0181	Inventory inspection US	2008/04/08	\$21.00	0	Miles	200815	99

## Case 090095128

**Customer:** Mr. [REDACTED]  
**Program:** Customer Relations  
**Status:** 05/27/2009 Closed  
**Source:** Phone  
**Assigned:** Melinda Prentice (PRENTIM)

**Vehicle:** 2008 Volkswagen Eos  
WVWFA71F58V [REDACTED]  
**Production Date:** 1/11/2008  
**Odometer:** 9,000 Miles  
**Wty Start Date:** 02/25/2008  
**Dealer:** West Houston Volkswagen (425047)

### Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Dealer / Service / Dealer Opted Not to Assist		Not Applicable	Not Applicable
Vehicle Problem / Transmission / Hesitation	Generator	Goodwill C.R.	Full Assistance

### Contacts

05/27/2009 03:38:13 FOXK1 Assigned To Southern - PRENTIM

PL generating EFT. No further action.

05/27/2009 03:24:25 CAMILOM Assigned To Volkswagen - ccc

05/27/2009 03:23:58 CAMILOM Note To User - ccc

Email photo attachments in doc center.

05/27/2009 03:23:46 CAMILOM E-Mail From Owner - [REDACTED]

From: [REDACTED]

Sent: Monday, April 27, 2009 1:31:25 PM

Subject: pictures of eos

05/26/2009 02:55:41 PRENTIM E-Mail From Product Liaison - Chris Lewis

This completes my file. An EFT is in process for the dealer. No further action.

05/26/2009 01:30:14 PRENTIM E-Mail To Product Liaison - Chris Lewis

RC forwarded pictures of customer's vehicle to PL. No further action from CCC. (PL to reimburse Dealer.)

05/26/2009 01:29:03 PRENTIM E-Mail From Dealer Service Mgr - James Rushing @ West Houston Volkswagen

RC received photos of customer's vehicle. RC to forward to PL to complete documentation necessary for dealer reimbursement.

05/22/2009 11:50:45 PETERSG Voice Mail To Dealer Service Mgr - James @ West Houston Volkswagen (4250

RC LVMM for the SM, letting him know that we still need photos. RC provided e-mail address for the photos. RC to wait for photos.

05/22/2009 11:45:19 PETERSG E-Mail To Product Liaison - Chris Lewis

RC forwarded the dealer's R.O. to PL for processing of the dealer's reimbursement. RC to call the dealer and again ask for photos.

05/22/2009 10:58:23 CAMILOM Assigned To Southern - ccc



## Contacts

05/22/2009 10:57:50 CAMILOM FAX From Dealership Personnel - Laura Kydd @ West Houston Volkswagen (42

Fax in doc center.

05/04/2009 05:40:32 BALDWIA Call From Dealer Service Mgr - James Rushing @ West Houston Volkswagen (4

Service Manager advised calling regarding concern; seeking to know how to submit the claim. RCM advised for Service Manager to fax the Repair Order and rental receipt to CCC and we would reimburse dealer via EFT; provided fax number and reference number. CO to review and close pending dealer fax.

04/29/2009 08:09:44 PRENTIM Note To User - CCC

RC has not heard from DLR after voicemail left authorizing repairs and rental. No further action pending call from dealer.

04/28/2009 12:03:56 PRENTIM Call To Spouse - Ms. [REDACTED]

RC advised that VW has authorized repairs and a rental for the time the vehicle is in the body shop. RC advised VW is going to pay dealer to complete body repairs. Customer concerned that this will occur again. RC advised Dealer has repaired vehicle and if she experiences any further issues, she should call CCC. Customer happy with decision and will follow up with Dealer later today. RC to wait Dealer call.

04/28/2009 10:52:15 PRENTIM Voice Mail For Dealer Service Mgr - James @ West Houston Volkswagen (4250

RC advised PL has authorized repairs to vehicle based on estimate Dealer provided. RC advised pictures are still needed in order to reimburse dealer once repairs are done. PL also authorized rental during the time the vehicle is in the body shop. RC left direct extension to discuss further. (Internal: RC will ask Dealer to fax completed Repair Order and rental receipt to RC and will remind Dealer to send pictures of damage.) RC to call owner.

04/28/2009 10:46:53 PRENTIM E-Mail From Product Liaison - Chris Lewis

We will need pictures of the damage for our files but the dealer can proceed with repairs. I will cover rental expense for the time the vehicle is in the body shop. RC to call dealer.

04/27/2009 05:29:22 HOWARDB Return To Spouse - Ms. [REDACTED]

CA advised the Customer that the RC is assisting another Customer. CA advised the Customer that the RC left a message today that we are waiting for some additional information from the Dealer to research for assistance. CA advised the Customer that she will be contacted with an update before close of business on 04/28/09. RC to wait for e-mail from Dealer.

04/27/2009 05:26:34 PETERSG Call From Associate - Brent Howard

CO states the customer is seeking an update. RC advised that we just left her a voicemail less than two hours ago, letting her know that while we are interested in cost assistance, we haven't come to a final conclusion. CO agreed to inform the customer that we are still researching the customer's request and will work to get another update for her before the close of business tomorrow.

04/27/2009 05:24:20 HOWARDB Return Call From Spouse - Ms. [REDACTED]

Customer called seeking an update on her file. CA placed the Customer on hold to contact level 2.

04/27/2009 03:55:10 PRENTIM FAX To Product Liaison - Chris Lewis

RC forwarded Repair Order and estimate for body damage to PL. RC inquired if pictures are still necessary.

04/27/2009 03:45:36 PRENTIM Voice Mail For Spouse - [REDACTED]

RC advised still looking into request for repair assistance. RC advised waiting for pictures from Dealer to review with PL but that VW is looking to assist in some manner. Wait Dealer email.

04/27/2009 03:36:30 PRENTIM Assigned To Southern - PRENTIM

Repair order and estimate are both in doc center. RC to wait for dealer email with pictures to forward to PL. Call customer with an update.

## Contacts

04/27/2009 03:07:09 MARASHS Assigned To Southern - ccc

04/27/2009 03:05:38 MARASHS FAX From Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
Fax in Doc Center.

04/27/2009 02:05:26 PRENTIM Call To Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
Service Manager faxed estimate to RC as RC was on the phone. Service Manager waiting for pictures from his Service Advisor. RC provided RC email address of melinda.prentice@vw.com for pictures. RC to wait documents from Dealer.

04/22/2009 04:25:56 FOXK1 Voice Mail With Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
LVMM noting we received the warranty repair order fax, but not the estimate and pictures. ES wait for dealer email.

04/22/2009 04:25:18 FOXK1 E-Mail To Product Liaison - Chris Lewis  
Here is the repair order for the customer, reference 90095128. We have yet to receive the pictures and body shop estimate.

04/22/2009 03:49:37 WILLIAC2 Assigned To Southern - CCC

04/22/2009 03:49:30 WILLIAC2 FAX From Dealership Personnel - Ms Kydd @ West Houston Volkswagen (425047)

04/21/2009 02:16:57 FOXK1 Return Call From Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
ES advised of need to have the repair order for the valve body, estimate, and pictures. Service advised he will fax that and will get us the pictures in the morning, his cel is [REDACTED] ES wait for fax.

04/21/2009 11:12:05 FOXK1 Voice Mail To Spouse - Ms. H [REDACTED]  
ES LVMM noting our message to the dealer for the estimate and pictures. ES wait dealer call.

04/21/2009 11:10:07 FOXK1 Voice Mail To Dealer Service Mgr - James @ West Houston Volkswagen (425047)  
LMTRMC. ES call customer.

04/21/2009 11:05:47 FOXK1 Call From Product Liaison - Chris  
PL advised they need photos and a repair order estimating the cost of the exterior repairs, that is along as it is in reason they will pay for the damage and a rental to correct. ES advised will get this information. ES call dealer.

04/20/2009 05:02:15 FOXK1 Call To Spouse - Ms. [REDACTED]  
ES advised we are researching her requests, we have sent the information provided by the dealer to our PL group to research, the dealer replaced the valve body and this has corrected the concern, the vehicle is ready, we will have an update by Thursday at the latest. Customer understood, but felt we were maybe waiting on an update to the software. ES advised of not being aware of this. ES wait for PL.

04/20/2009 04:58:36 FOXK1 Voice Mail To Product Liaison - Chris  
ES seeking an update. ES call customer.

04/17/2009 04:48:55 PRENTIM FAX To Product Liaison - Chris Lewis  
RC faxed incident report to PL based on customer and dealer conversation in notes. Wait PL.

## Contacts

04/17/2009 04:48:31 PRENTIM Assigned To Southern - PRENTIM

RC to review with PL.

04/17/2009 04:40:15 ZIEHMEC Assigned To Southern - CCC

Please note customer alleges accident due to hesitation. RC to further research.

04/17/2009 04:12:46 ZIEHMEC Call To Dealer Service Mgr - James @ West Houston Volkswagen (425047)

RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days. RCM to assign to level 2 as this is an alleged accident.

04/17/2009 03:41:44 ZIEHMEC Assigned To RCM - Southern - BALDWIA

Assigned for handling.

04/17/2009 03:32:40 SHEARDA Assigned To RCM - Southern - CCC

Customer states that the vehicle has been to dealer 425047 three to four times for a hesitation concern, and had been advised that the dealership is waiting on a program to address this; Customer states that the vehicle had this concern and hit a basket ball goal and now she is being advise that the concern will not be covered; Customer is seeking to either the vehicles hesitations concern and the damage to the rear of the vehicle to be addressed at no cost to her or she wants us to take this vehicle back and give her the \$5k she put down as a deposit. RCM to evaluate and follow up with customer by Mon., 004/20/2009 on her cell, [REDACTED] RCM to evaluate.

04/17/2009 03:16:58 SHEARDA Call From Spouse - Ms. [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeremy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty; advised that because of the nature of her concern CO is going to assign this case to a RCM to evaluate; advised that CO is not setting any false expectations and that the RCM will follow up by Mon., 04/20/2009 before the close of business. Customer states they have no vehicle to drive. CO advised of our rental policy and advised customer to contact the dealership for assistance. CO to assign to RCM to evaluate.

**Lewis, Chris**

---

**From:** Asmussen, Jeff  
**Sent:** Wednesday, June 03, 2009 8:26 AM  
**To:** Lewis, Chris  
**Cc:** Lindsay, Brian; Gelfusa (Cramer), Bonnie; Gonzalez, Jaime; Prentice, Melinda  
**Subject:** RE: Customer [REDACTED] case #90095128  
**Attachments:** RE: Customer [REDACTED] case #90095128

- 1) The reasons it was not covered by us at the dealer level prior to your payment authorization is one reason why I sent the message
- 2) The customer probably will not take yesterday's explanation that his performance complaint "is an operating characteristic" that is normal and cannot be eliminated
- 3) I wanted to be sure when he escalates you and Customer Care have the information necessary to justify why we are declining any further repairs to transmission and that an alternative shift pattern is available on his normally equipped vehicle to eliminate the perceived "hesitation" without warranty repairs.

*Jeff Asmussen*

*AREA 29 FOM*

*281.861.8337*

*The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the intended Volkswagen addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received or believe you may have received this communication in error, please notify the sender immediately at (281)861.8337*

## Lewis, Chris

---

**From:** Asmussen, Jeff  
**Sent:** Wednesday, June 03, 2009 6:24 AM  
**To:** Lewis, Chris  
**Cc:** Lindsay, Brian; Gelfusa (Cramer), Bonnie; Gonzalez, Jaime  
**Subject:** Customer [REDACTED] case #90095128

Chris, I have been informed that your office chose to pay for rear-end-collision repairs to this customer's car allegedly sustained due to a manufacturing defect in the transmission or engine.

In that context, I feel it is appropriate to inform you that I did not allow dealership to pay for those same repairs due to the fact that the transmission "defect" the consumer alleges has no bearing on the performance in reverse gear whatsoever. Further, the Quality Technical Manager, Technicians and Service Manager have had no success duplicating the consumer's alleged performance defect given weeks of driving in the same conditions customer describes.

My QTM, Jaime Gonzalez, met with the customer again yesterday to drive the vehicle and have him attempt to duplicate his concerns. At that time, customer did describe the conditions under which his alleged defect occurs (in more detail than previous encounters) as a "rolling stop" under ten miles per hour. Our QTM was able to then simulate those conditions multiple times and repeat customer's description of performance attributes. The transmission and engine, under those specific conditions, performs like many previous and current generation Volkswagen-vehicles design intent.

At those speeds and in "drive" mode, the engine has little rpm or torque and if asked to accelerate briskly, must shift the transmission down a gear and / or gain sufficient RPM in current gear to establish sufficient torque to accelerate "briskly." If the vehicle under identical conditions is driven in "Sport" mode, the shift programs differ sufficiently and by design intent to maintain lower gears and higher RPM's enabling more robust acceleration capabilities and a higher driver perception of acceleration response.

At no time was or is the vehicle unsafe or fail to accelerate in either gear. Only the perception of acceleration robustness changes. This was and remains the design intent, enabling the consumer who chooses to drive the vehicle this way to adapt the shift program to Sport mode thereby enabling a perception of acceleration responsiveness closer to what the consumer expects under these unique driving conditions.

There are no repairs possible, no parts replacements or shift programs/bulletins to change this design intent at this time. As such, we have declined any and all further attempts to respond to the consumer's wishes to find defective parts or workmanship requiring repairs.

This consumer I am informed, works for Mustang Engineering as an engineer. That may provide him access to competitor's automotive designs upon which he bases his complaints. Regardless, this consumer will not relent in his quest for repairs. Given no defective design or parts, we will be unable to achieve his goals. He can choose to have his daughter who is the predominant driver drive in sport mode around town until reaching highway driving and not experience the alleged defect again.

We felt you needed to be aware of these issues and our technical inspections given the consumer's preferences to remain committed to his principles that a design defect exists that can be repaired or parts replaced.

*Jeff Asmussen  
AREA 29 FOM  
281.861.8337*

*The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the intended Volkswagen addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be*



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

 (281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257  
 www.westhoustonvw.com

VWCS88936

VWCS88936



0101VWCS88936

CUSTOMER NO. 28459		ADVISOR JOE SERAWAN		TAG NO. 4121	INVOICE DATE 04/17/09	INVOICE NO. VWCS88936
LABOR RATE 96.00		MILEAGE 9,451		COLOR CANDY WHITE	STOCK NO. 208032	
YEAR / MAKE / MODEL 08 / VOLKSWAGEN / EOS / CONV		VEHICLE I.D. NO. WVWFA71F58V		DELIVERY DATE 02/25/08	DELIVERY MILES	
Selling Dealer No. 425047		P.O. No.		PRODUCTION DATE 01/11/08	R.O. DATE 04/13/09	
COMMENTS						

CELL: [REDACTED]

MO: 9455

JOB# 1 CHARGES

LABOR  
J# 1 51WZ

BODY ELECTRICAL

TECH(S):4176

WARRANTY

 CUSTOMER STATES THE VEHICLE HAS A DELAY FROM STOP IN DRIVE 0  
 OR REVERSE, THEN SLAMS INTO GEAR  
 REPLACED THE VALVE BODY PER QTM  
 AFTER REPAIR SET BASIC SETTING FOR MODULE AND ROADTEST  
 VEHICLE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	02E-325-025-AD-ZOE	MECHATRON.		
	6	G-052-182-A2	GEAR OIL		
	1	02E-321-371-E	GASKET		
	10	N-105-540-02	SCREW		

TOTAL - PARTS

 WARRANTY  
 WARRANTY  
 WARRANTY  
 WARRANTY  
 0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL

0.00

LABOR

J# 2 00VWZ27PT

27 POINT INSPECTION

TECH(S):4176

WARRANTY

 PERFORM FREE 27 POINT INSPECTION  
 ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY  
 PERFORMED 27 POINT INSPECTION  
 CUSTOMER DECLINED  
 ALL ESTIMATES VALID FOR 30 DAYS

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL

0.00

LABOR

J# 3 70VWZ03

LOANER RENTAL

TECH(S):4176

WARRANTY

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION
	7112	392777534	04/13/09	392777534	BUDGET

TOTAL - SUBLET

 WARRANTY  
 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL

0.00

ESTIMATE

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



# WEST HOUSTON VOLKSWAGEN

VWCS88936

VWCS88936

17113 Katy Freeway

Houston, Texas 77094

 (281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257  
 www.westhoustonvw.com


0101VWCS88936

CUSTOMER NO. 28459		ADVISOR JOE SERAWAN		TAG NO. 4121	INVOICE DATE 04/17/09	INVOICE NO. VWCS88936
LABOR RATE 96.00		MILEAGE 9,451		COLOR CANDY WHITE	STOCK NO. 208032	
YEAR / MAKE / MODEL 08/VOLKSWAGEN/EOS/CONV		VEHICLE I.D. NO. W V W F A 7 1 F 5 8 V		DELIVERY DATE 02/25/08	DELIVERY MILES	
R.T.E. NO.		P.O. NO.		SELLING DEALER NO. 425047	PRODUCTION DATE 01/11/08	
COMMENTS				R.O. DATE 04/13/09		
MO: 9455						

 \*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE:  
 \* 08/10/2009 / 12172 MI 00VWZ4CYL OIL/FILTER CHANGE 4C \*  
 \*\*\*\*\*

 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

 THANK YOU FOR YOUR BUSINESS  
 WE STRIVE FOR "EXCELLENCE."  
 PLEASE RATE US "EXCELLENT" ON ALL SURVEYS.  
 IF YOU ARE UNABLE TO RATE US "EXCELLENT"  
 PLEASE CONTACT US IMMEDIATELY.  
 WE APPRECIATE YOUR BUSINESS.

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



# Volkswagen of America, Inc.

## Funds Request Memo

Requestor: Chris Lewis

File Name:

Date: 05/26/09

File #: 090095128 - Transmission

VIN: WVWFA71F58V

Initial Request: ☒

Subsequent Request: ☐

Vehicle Repurchase: Yes ☐

No ☐

Vehicle Returned: (for resale) Yes ☐

No ☐

Salvage: Yes ☐

No ☐

Please issue a check for the above listed vehicle in the amount of: \$3,776.95

Payable to:

Name: West Houston Volkswagen (425-047)

Street: 17113 Katy Freeway

City / State: Houston, TX 77094

Technical Comments / Comments:

Repair of body damage and rental due to faulty valve body

Photographs Provided: ☐

Inspection Report Provided: ☐

Authorized Signature:

Date: 05/26/09

Please submit check to: West Houston VW (425-047)



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com

VWWS89622

VWWS89622



0101VWWS89622

CELL [REDACTED]

CUSTOMER NO <b>28459</b>	ADVISOR <b>JOE SERAWAN</b>	TAG NO. <b>4121</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>VWWS89622</b>
[REDACTED]	LABOR RATE <b>89.50</b>	MPLEAGE <b>9,489</b>	COLOR <b>CANDY WHITE</b>	STOCK NO. <b>208032</b>
	YEAR / MAKE / MODEL <b>08 / VOLKSWAGEN / EOS / CONV</b>		DELIVERY DATE <b>02/25/08</b>	DELIVERY MILE <b>0</b>
	VEHICLE ID. NO. <b>W V W F A 7 1 F 5 8 V</b>		SELLING DEALER NO. <b>425047</b>	PRODUCTION DATE <b>01/11/08</b>
	F.T.S. NO.		R.O. NO.	R.O. DATE <b>05/05/09</b>
	COMMENTS			

MO: 9489

JOB# 1 CHARGES

LABOR

J# 1 61VWZ EXTERIOR TRIM HOURS: TECH(S):4148

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4148	05/05/09	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME						0.00

CUSTOMER STATES NEEDS BODY DAMAGE REPAIRED  
REPAIRED AT MESZAROS

SUBLET

PO#	VEND	INV#	INV. DATE	DESCRIPTION	
7375	42759	05/05/09	42759	MESZAROS	3596.93
7376	392778665	05/05/09	392778665	BUDGET	180.02
TOTAL - SUBLET					3776.95

JOB# 1 TOTALS

SUBLET 3776.95

JOB# 1 JOURNAL PREFIX VWWS JOB# 1 TOTAL 3776.95

JOB# 2 CHARGES

LABOR

J# 2 00VWZ27PT 27 POINT INSPECTION HOURS: 0.00 TECH(S):4148

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4148	05/05/09	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME						0.00

PERFORM FREE 27 POINT INSPECTION  
ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY  
PERFORMED 27 POINT INSPECTION  
CUSTOMER DECLINED  
ALL ESTIMATES VALID FOR 30 DAYS

R/O TAX 0.00  
R/O TOTALS 3776.95

CLAIM TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

APPROVED BY SIGNATURE

\*\*\*\*\*

PRE - INVOICE

\*\*\*\*\*

**Budget.**

Budget Rent A Car System, Inc.

CXXXXXXXXXXXX769

HOUSTON, TX, [REDACTED]

90180

 RETURN(1) RA DOCUMENT 392778665  
 CAR# 0 3 1 8 4 0 5 3 BRP 8

 RENTED: 29APR09/1531 AT: KATY/HOUSTON, TX  
 RETURN: 05MAY09/1531U AT: KATY/HOUSTON, TX  
 DUE IN: 06MAY09/1531 AT: KATY/HOUSTON, TX

 PHONE: [REDACTED] 48CL69  
 RATE: 8Y/B TIME: 6 DY 0 HR

 MI OUT: 4907 MI IN: 5164  
 TOTAL MILES DRIVEN: 257  
 PLATE# TX PJ0621 FUEL OUT: 8/8  
 GRV VOLK JETI 4DR FUEL IN: 8/8

## \*\*\*\*\*OPTIONAL SERVICES\*\*\*\*\*

 LOW: 18.95/DAY DECLINED  
 PRE: 6.95/DAY DECLINED  
 EDP: 5.00/DAY DECLINED  
 SLT: 14.49/DAY DECLINED

 MIN 1 DAY  
 MAX 31 DAY  
 0 MI 0 .00  
 0 HR 0 15.11  
 6 DY 0 24.14 144.84  
 0 WK 0  
 0 MO 0

 METHOD OF PAYMENT: CASH 759  
 AUTH: R/0100/A L  
 DRIVERS LIC# 15TXXXXX2337  
 BCD# 7741400  
 REMARKS: VIN#3VWJ71K19 [REDACTED]  
 RA DOCUMENT 392778665

 8Y/B 257FM  
 TIME & MILEAGE = 144.84  
 FUEL SERVICE: .3332/MI  
 6.959/GAL

 \*REG/LIC FEE \$1.95/DY + 11.70  
 SUBTOTAL 156.54  
 TAX 15.000% + 23.48  
 TOTAL CHARGES 180.02

## RENT TO:

 BUDGET RENT A CAR SYSTEM, INC  
 14290 COLLECTIONS CENTER DRIVE  
 TAX ID # 421553246  
 CHICAGO, IL 60693

AMOUNT DUE: PAY CDP - 180.02

 AMOUNT DUE CH USD 0.00  
 \*REIMB PROP TAX/TITLE/REG/LIC \$1.95/DY

CUST NAME: [REDACTED]

THIS IS NOT  
AN INVOICE
 NOTICES BUDGET NOTICES  
 \*\*\*ALL CHARGES ARE SUBJECT TO AUDIT AND CHANGE IF ANY  
 ERRORS ARE FOUND.  
 \*\*\*THANK YOU FOR RENTING FROM BUDGET.  
 \*\*\*MINIMUM CHARGE IS 1 DAY (24 HRS) PLUS MILEAGE.  
 \*\*\*FUEL SERVICES ADD'L IF CAR IS RETURNED WITH LESS  
 FUEL THAN WHEN RENTED.  
 BCD01FE2/09126/10:47/0,

 BUDGET NOTICES BUDGET NOTICES  
 00-74 MILES \$10.50 FUEL FEE ADDED. TO REMOVE SHOW RCPT.  
 X  
 \*\*\*I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS  
 SHOWN ON THIS RENTAL DOCUMENT AND ON THE SEPARATE  
 RENTAL DOCUMENT JACKET DELIVERED TO ME WITH THIS  
 RENTAL DOCUMENT.

 X  
 PREPARED BY: 10658

 RENTAL [REDACTED]  
 CLOSED BY: 29084



Complete Automotive Service • Auto Paint • Auto Body  
1110 Upland • Houston, Texas 77043  
(713) 973-1788 Fax (713) 973-0790



0201IMMCB42759

CUSTOMER NO. <b>9138</b>	ADVISOR <b>CHARLES OTTESEN</b>	TAG NO. <b>60 1166</b>	INVOICE DATE <b>05/04/09</b>	INVOICE NO. <b>MMCB42759</b>
	LABOR RATE	DISCOUNT	COLOUR <b>WHITE/</b>	STOCK NO.
	VEHICLE MAKE/MODEL <b>08/VOLKSWAGEN/EOS</b>	VEHICLE I.D. NO. <b>W V W F A 7 1 F 5 8 V</b>	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.C.N.	R.O. DATE <b>04/20/09</b>	
	COMMENTS			

MO: 9476

LABOR & PARTS  
JOB # 1 96SUZ BODY REPAIR  
REPAIR PER INSURANCE ESTIMATE TECH(S):71 571.20

JOB # 1 TOTAL LABOR & PARTS 671.20

JOB # 2 95SUZ BODY REFINISH  
REFINISH PER INSURANCE ESTIMATE TECH(S):65 634.20

JOB # 2 TOTAL LABOR & PARTS 634.20

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	3065		05/04/09	IN# 148595	0.00
JOB # 1	3065		05/04/09	100827025EGRU LID	929.84
JOB # 1	3067		05/04/09	IN# 148595-1	0.00
JOB # 1	3067		05/04/09	100807863A STRIP	33.40
JOB # 1	3146		05/04/09	TOOL	17.56
JOB # 1	3190		05/04/09	IN# 148771	0.00
JOB # 1	3190		05/04/09	1008536758739 NAME PLATE	16.95
JOB # 1	3190		05/04/09	100853687739 NAME PLATE	24.32
JOB # 1	3065		05/04/09	4F5827505D LATCH	64.26
JOB # 1	3065		05/04/09	100827520A989 COVER	16.45
JOB # 1	3065		05/04/09	100807417KGRU COVER	625.12
TOTAL - SUBLET					1727.88

G.O.G. & SUPPLIES  
JOB # 2 1.0 PAINT AND MATERIALS @ 450.300 /UNIT  
TOTAL - GOG 450.30

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....  
JOB # 1 FLEX FLEX ADDITIVE 12.00  
JOB # 1 CC CAR COVER 8.00  
JOB # 1 EPC E.P.C. 12.00  
TOTAL - MISC 32.00

**DISCLAIMER OF WARRANTIES**  
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Notice Pursuant to §70.001, Texas Property Code  
I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible



Complete Automotive Service • Auto Paint • Auto Body  
1110 Upland • Houston, Texas 77043  
(713) 973-1788 Fax (713) 973-0790



02011MMCB42759

CUSTOMER NO. <b>9138</b>	ADVISOR <b>CHARLES OTTESEN</b>	TAG NO. <b>60 1166</b>	INVOICE DATE <b>05/04/09</b>	INVOICE NO. <b>MMCB42759</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>9,476</b>	COLOR <b>WHITE/</b>
	YEAR / MAKE / MODEL <b>08/VOLKSWAGEN/EOS</b>			STOCK NO.
	VEHICLE ID. NO. <b>W V W F A 7 1 F 5 8 V</b>			DELIVERY DATE
	R.T.E. NO.			DELIVERY MILES
	R.O. NO.			SELLING DEALER NO.
ESS PHONE	COMMENTS			PRODUCTION DATE
				<b>MO: 9476</b>

<b>TOTALS</b>		<b>DISCLAIMER OF WARRANTIES</b>	
*****		The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL LABOR.... 1205.40	Notice Pursuant to §70.001, Texas Property Code	
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL PARTS.... 0.00	I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.	
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL SUBLET.... 1727.88	Signature of Person Responsible or Agent for Person Responsible	
*****	TOTAL G.O.G.... 450.30		
	TOTAL MISC CHG. 32.00		
	TOTAL MISC DISC 0.00		
	TOTAL TAX..... 181.35		
	<b>TOTAL INVOICE \$ 3596.93</b>		

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



## Facsimile Transmission

To: Chris Lewis  
Location: Product Liaison  
Fax: 201-894-5498

Melinda Prentice  
Southern Regional Consultant  
Volkswagen Customer CARE  
248-754-3558  
248-754-6504  
<http://www.vw.com>

Name  
Title  
Department  
Phone  
Fax  
E-Mail

4/17/09 Date

3 Total Pages

Re: Accident allegation case # 90095128

Chris,

Please call Greg with this one as I will be out of the office next week.

Thanks,  
Mindy Prentice  
VWOA-Customer Care

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48328  
Tel. +1 248 754 6000  
[www.vw.com](http://www.vw.com)

4/27- Still waiting for pictures but  
estimate and Repair order for  
valve body enclosed. Can we  
proceed without pictures? Rental  
coverage has also been requested.

Thanks,  
Mindy

**CONFIDENTIALITY NOTICE:** THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION WHICH IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE (YOU MAY CALL COLLECT), AND RETURN THE ORIGINAL MESSAGE TO THE SENDER BY U.S. POSTAL SERVICE. YOU WILL BE REIMBURSED FOR POSTAGE. THANK YOU.



Fax

Bob Cameron  
PL/EC

Mindy Prantice From  
Volkswagen Customer CARE Department  
248-754-3558 Phone  
248-754-6504 Fax  
Melinda.prantice@vw.com E-mail

4/17/09 Date  
2 Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WVVFA71F58V [REDACTED]  
Reference Number: 090095128

Volkswagen of America, Inc.  
Customer CARE  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +800-822-8887

Mr. [REDACTED]  
anytime  
[REDACTED]

Home: [REDACTED]

Katy, TX April 17, 2009 USA

Business [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeremy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty. Customer states they have no vehicle to drive.

Call to Service Manager: RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer





Seite 2

was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days.

Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Vitor Jesus - w/enclosure (fax: 248-754-6524)  
Bob Arturi - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)

APR. 21. 2009 1:16PM MESZAROS MOTOR SPORTS

Job Number: 114

04/21/2009 at 01:52 PM  
19804

MESZAROS MOTOR SPORTS INC.  
Federal ID #: 760321478  
WEST HOUSTON SUBARU AND VOLKSWAGEN BODY SHOP  
1110 Upland  
Houston, TX 77043  
(713) 973-1788 Fax: (713) 973-0790

PRELIMINARY ESTIMATE

Written By: Supervisor  
Adjuster:

Insured: WESTHOUSTON VW  
Owner: WESTHOUSTON VW  
Address:

Claim #  
Policy #  
Deductible:  
Date of Loss:  
Type of Loss:  
point of Impact:

Day:  
Evening:

Inspect  
Location:

Insurance  
Company:

Days to Repair

2008 VW EOS LUXURY 4-2.0L-T 2D CNVT Int:  
VIN: WVWFA71F58V [REDACTED] Lic:

Prod Date:

Odometer:

Air Conditioning  
Cruise Control  
Keyless Entry  
Message Center  
Dual Mirrors  
Traction Control  
signal Integrated Mirrors  
Power Brakes  
Power Driver Seat  
Heated Mirrors  
Stereo  
Auxiliary Audio Connectio  
Driver Air Bag  
Front Side Impact Air Bag  
Leather Seats  
Automatic Transmission

Rear Defogger  
Telescopic Wheel  
Theft Deterrent/Alarm  
Body side Moldings  
Console/Storage  
Stability Control  
Three Stage Paint  
Power Windows  
Power Passenger Seat  
AM Radio  
Search/Seek  
Satellite Radio  
Passenger Air Bag  
4 Wheel Disc Brakes  
Bucket Seats  
Overdrive

Tilt Wheel  
Intermittent Wipers  
Parking Sensors  
Wood Interior Trim  
Power Convertible Top  
fog Lamps  
Power Steering  
Power Locks  
Power Mirrors  
FM Radio  
CD Changer/Stacker  
Anti-Lock Brakes (4)  
Head/Curtain Air Bags  
Positraction  
Heated Seats  
Aluminum/Alloy Wheels

NO.	QTY	EXT.	PRICE	LABOR	PAINT
1	1	64.25	Incl.		
2	1	16.45	Incl.		
3	1	8.00			
4#	1	12.00			
5#	1	929.84	2.6	2.8	2.0
6					
7					

APR. 21. 2009 1:16PM MESZAROS MOTOR SPORTS

Job Number: 114

04/21/2009 at 01:52 PM  
18804

PRELIMINARY ESTIMATE  
2008 VW EOS LUXURY 4-2.0L-T 2D CNVT Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
						1.2
8		Add for Underside(Complete)	1	24.32	0.2	
9	Repl	Nameplate "EOS"	3	16.95	0.2	
10	Repl	Nameplate "2.0T"				
11		REAR BUMPER			2.2	
12		O/H bumper assy			Incl.	2.4
13	Repl	Bumper cover w/park sensor	1	625.12		1.7
14		Add for Three Stage			0.4	
15		Add for distance ctrl	1	33.40	Incl.	
16	Repl	support				
17		REAR BODY & FLOOR			8.0	1.6
18*	Rpr	Rear body panel				
19		QUARTER PANEL				1.7
20	Blnd	RT Quarter panel				1.7
21	Blnd	LT Quarter panel				
22		REAR LAMPS			Incl.	
23	R&I	RT Tail lamp assy			Incl.	
24	R&I	LT Tail lamp assy				
25		OTHER CHARGES	1	12.00		
26#		H.P.C.				
Subtotals ==>				1742.33	13.6	15.1
						1730.33
Parts						
Body Labor			13.6 hrs @ \$ 42.00/hr			571.20
Paint Labor			15.1 hrs @ \$ 42.00/hr			634.20
Paint Supplies			15.1 hrs @ \$ 28.00/hr			422.80
Body Supplies			11.0 hrs @ \$ 2.50/hr			27.50
Other Charges						12.00
SUBTOTAL						\$ 3398.03
Sales Tax				\$ 2180.63 @ 8.2500%		179.90
GRAND TOTAL						\$ 3577.93
ADJUSTMENTS:						
Deductible						0.00
CUSTOMER PAY						\$ 0.00
INSURANCE PAY						\$ 3577.93

APR. 21. 2009 1:16PM MESZAROS MOTOR SPORTS

Job Number: 114

04/21/2009 at 01:52 PM  
18604PRELIMINARY ESTIMATE  
2008 VW EOS LUXURY 4-2.0L-T 2D CNVT Int;

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide BRA9290, CCC Data Date 03/02/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2009 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway  
Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257  
www.westhoustonvw.com

VWCS88936

VWCS88936



01011VWCS88936

CUSTOMER NO. 28459		CELL: [REDACTED]	
ADVISOR JOE SERAWAN	4121	TRA NO. 3697	INVOICE DATE 04/17/09
LABOR RATE 96.00	CHASSIS NO. [REDACTED]	MILEAGE 9,451	INVOICE NO. VWCS88936
YEAR/MAKE/MODEL 08/VOLKSWAGEN/EOS/CONV	COLOR CANDY WHITE		STOCK NO. 208032
VEHICLE ID NO. W V W F A 7 1 F S 8 V	DELIVERY DATE 02/25/08		DELIVERY MILES
REG. NO.	SELLING DEALER NO. 425047		PRODUCTION DATE 01/11/08
COMMENTS	R.O. DATE 04/13/09		

MO: 9455

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE:  
\* 08/10/2009 / 12172 MI 00VWZ4CYL OIL/FILTER CHANGE 4C  
\*\*\*\*\*

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

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>

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

THANK YOU FOR YOUR BUSINESS  
WE STRIVE FOR "EXCELLENCE."  
PLEASE RATE US "EXCELLENT" ON ALL SURVEYS.  
IF YOU ARE UNABLE TO RATE US "EXCELLENT"  
PLEASE CONTACT US IMMEDIATELY  
WE ARE [REDACTED]



# WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway  
Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257  
www.westhoustonvw.com

VWCS88936

VWCS88936



01011VWCS88936

CELL: [REDACTED]

CUSTOMER NO. <b>28459</b>		ADVISOR <b>JOE SERAWAN</b>	TAG NO. <b>4121</b>	SALES DATE <b>04/17/09</b>	INVOICE NO. <b>VWCS88936</b>
[REDACTED]		LABOR RATE <b>96.00</b>	SALES TAX <b>9.451</b>	COLOR <b>CANDY WHITE</b>	STOCK NO. <b>208032</b>
YEAR/MAKE/MODEL <b>08/VOLKSWAGEN/EOS/CONV</b>		VEHICLE ID. NO. <b>W V W F A 7 1 F 5 8 V</b>		DELIVERY DATE <b>02/25/08</b>	DELIVERY MILES
R.T.E. NO.		R.D. NO.		DEALER NO. <b>425047</b>	PRODUCTION DATE <b>01/11/08</b>
COMMENTS				R.O. DATE <b>04/13/09</b>	

MO: 9455

JOB# 1 CHARGES  
LABOR.....  
J# 1 61VWZ BODY ELECTRICAL TECH(S):4176  
CUSTOMER STATES THE VEHICLE HAS A DELAY FROM STOP IN DRIVE 0  
OR REVERSE, THEN SLAMS INTO GEAR  
REPLACED THE VALVE BODY PER QTH  
AFTER REPAIR SET BASIC SETTING FOR MODULE AND ROADTEST  
VEHICLE

WARRANTY

Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disavows all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	02E-325-025-AD-ZOE	HECHATRON.		
	6	G-052-182-A2	GEAR OIL		
	1	02E-321-371-E	GASKET		
	10	N-105-640-02	SCREW		

WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY  
0.00

TOTAL - PARTS

JOB# 1 TOTALS

JOB# 2 CHARGES..... JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

LABOR.....  
J# 2 00VWZ27PT 27 POINT INSPECTION TECH(S):4176  
PERFORM FREE 27 POINT INSPECTION  
ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY  
PERFORMED 27 POINT INSPECTION  
CUSTOMER DECLINED  
ALL ESTIMATES VALID FOR 30 DAYS

WARRANTY

JOB# 2 TOTALS

JOB# 3 CHARGES..... JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

LABOR.....  
J# 3 70VWZ03 LOANER RENTAL TECH(S):4176  
SUBLET..... PO# 7112 VEND INV# INV. DATE DESCRIPTION  
392777534 04/13/09 392777534 BUDGET

WARRANTY  
0.00

TOTAL - SUBLET

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

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

COMMENTS  
DROVE IN

17113 KATY FREEWAY  
HOUSTON, TX 77094  
281-675-8600  
FAX- 281-675-8257

**WEST HOUSTON  
VOLKSWAGEN**

# Fax

**To:** KATHY FOX

**From:** LAURA KYDD

**Fax:** 248-754-6504

**Pages:** 3

**Phone:**

**Date:** 4/22/2009

**Re:** [REDACTED]

**CC:**

☐ **Urgent**

☐ **For Review**

☐ **Please Comment**

☐ **Please Reply**

☐ **Please Recycle**

• **Comments:**

All Customer Contacts for: **Mr. Steven Harvey**

04/20/2009 05:02:15 PM      FOXK1      Case: 090095128

Call To Spouse - Ms. [REDACTED]

ES advised we are researching her requests, we have sent the information provided by the dealer to our PL group to research, the dealer replaced the valve body and this has corrected the concern, the vehicle is ready, we will have an update by Thursday at the latest. Customer understood, but felt we were maybe waiting on an update to the software. ES advised of not being aware of this. ES wait for PL.

04/20/2009 04:58:36 PM      FOXK1      Case: 090095128

Voice Mail To Product Liaison - Chris

ES seeking an update. ES call customer.

04/17/2009 04:48:55 PM      PRENTIM      Case: 090095128

FAX To Product Liaison - Chris Lewis

RC faxed incident report to PL based on customer and dealer conversation in notes. Wait PL.

04/17/2009 04:48:31 PM      PRENTIM      Case: 090095128

Assigned To Southern - PRENTIM

RC to review with PL.

04/17/2009 04:40:15 PM      ZIEHMEC      Case: 090095128

Assigned To Southern - CCC

Please note customer alleges accident due to hesitation. RC to further research.

04/17/2009 04:12:46 PM      ZIEHMEC      Case: 090095128

Call To Dealer Service Mgr - James @ West Houston Volkswagen (425047)

RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days. RCM to assign to level 2 as this is an alleged accident.

04/17/2009 03:41:44 PM      ZIEHMEC      Case: 090095128

Assigned To RCM - Southern - BALDWIA

Assigned for handling.

04/17/2009 03:32:40 PM      SHEARDA      Case: 090095128

Assigned To RCM - Southern - CCC

Customer states that the vehicle has been to dealer 425047 three to four times for a hesitation concern, and had been advised that the dealership is waiting on a program to address this; Customer states that the vehicle had this concern and hit a basket ball goal and now she is being advise that the concern will not be covered; Customer is seeking to either the vehicles hesitations concern and the damage to the rear of the vehicle to be addressed at no cost to her or she wants us to take this vehicle back and give her the \$5k she put down as a deposit. RCM to evaluate and follow up with customer by Mon., 004/20/2009 on her cell, [REDACTED] RCM to evaluate.



All Customer Contacts for: Mr. [REDACTED]

04/17/2009 03:16:58 PM SHEARDA Case: 090095128

Call From Spouse - Ms. [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeremy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty; advised that because of the nature of her concern CO is going to assign this case to a RCM to evaluate; advised that CO is not setting any false expectations and that the RCM will follow up by Mon., 04/20/2009 before the close of business. Customer states they have no vehicle to drive. CO advised of our rental policy and advised customer to contact the dealership for assistance. CO to assign to RCM to evaluate.

**Vehicle Information**

<b>Model Year</b>	2008	<b>Status</b>	Active	<b>Shipping Num</b>	290
<b>Make/Model/Sub</b>	VLK / EOS / Eos 2.0L	<b>Eng Family</b>		<b>Invoice Num</b>	05167
<b>Sales Model</b>	1F79V3	<b>Prod Date</b>	01/11/2008	<b>Invoice Date</b>	
<b>Factory Model</b>	1F77V3	<b>Ign Key</b>		<b>Order POE</b>	UH
<b>Exterior Color</b>	CANDY WHITE	<b>A/C Installed</b>		<b>Deliver POE</b>	UH
<b>Interior Color</b>	UNKOWN	<b>Source</b>	US Delivery from Europe		
<b>In Service Date</b>	02/25/2008	<b>Engine#</b>	BPY 214128		
<b>Demo Ext Num</b>		<b>Expires</b>		<b>Miles</b>	
<b>Addl Wrnty Num</b>		<b>Base Warranty</b>	02/2012		50
<b># Claims</b>	3 \$839.00	<b>Demo Warranty</b>			0
		<b>Addl Warranty</b>			0
		<b>Addl Wrnty Typ</b>	Not Applicable		
<b>Ordered By</b>	425016	Hewlett Volkswagen			
<b>Billed To</b>	425016	Hewlett Volkswagen			
<b>Sales Options</b>	PIT				
<b>Factory Options</b>	PIT,WHI				

**Purchase History**

Dealer ID	Dealer Name	Delivery Date	Kind of Sale	Customer
425047	West Houston Volkswagen	02/25/2008	New	Steven Harvey

**Repair/Campaign History**

Dealer ID	Dealer Name	Claim	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
425047	West Houston Volkswage	88506AC	W2	2070	Fuel pump control module	2009/04/02	\$449.00	9,000	Miles	200915	97
425047	West Houston Volkswagen	87597AC	W2	3730	Transmission ECM	2009/03/04	\$89.00	8,000	Miles	200911	98
425047	West Houston Volkswagen	87468AC	W2	2409	Fuel pressure sender	2009/02/28	\$301.00	8,000	Miles	200910	99



## Facsimile Transmission

To: Chris Lewis

Location: Product Liaison

Fax: 201-894-5498

Melinda Prentice  
Southern Regional Consultant  
Volkswagen Customer CARE  
248-754-3558  
248-754-6504  
<http://www.vw.com>

Name  
Title  
Department  
Phone  
Fax  
E-Mail

4/17/09 Date

3 Total Pages

Re: Accident allegation case # 90095128

Chris,

Please call Greg with this one as I will be out of the office next week.

Thanks,  
Mindy Prentice  
VWOA-Customer Care

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48328  
Tel. +1 248 754 5000  
[www.vw.com](http://www.vw.com)

**CONFIDENTIALITY NOTICE:** THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION WHICH IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE (YOU MAY CALL COLLECT), AND RETURN THE ORIGINAL MESSAGE TO THE SENDER BY U.S. POSTAL SERVICE. YOU WILL BE REIMBURSED FOR POSTAGE. THANK YOU.



**Fax**

Bob Cameron  
PL/EC

Mindy Prentice From  
Volkswagen Customer CARE Department  
248-754-3558 Phone  
248-754-6504 Fax  
Melinda.prentice@vw.com E-mail

4/17/09 Date  
2 Total Pages

**Memo**

Subject: VW Vehicle Incident Report

VIN: WWWFA71F58V [REDACTED]  
Reference Number: 090095128

Volkswagen of America, Inc.  
Customer CARE  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone +1(800)-822-8987

Mr. [REDACTED]  
anytime [REDACTED]  
Katy, TX April 17, 2009 USA

Home: [REDACTED]  
Business [REDACTED]

Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; No additional warranty/Service contract; working with Jeromy AS, and Kathy Scott the sales person; Customer states that the vehicle is at dealer 425047 as there is a hesitation concern; Customer states when the vehicle is at a full stop and you accelerate the it will hesitate; Customer states that the vehicle has been to the dealership a few times for this concern and they have been advised that they are waiting on a program to address this and now they are waiting on a part to come in which they think will address this concern; Customer state that the other day her son was attempting to move the vehicle when it hesitated and hit a basketball goal; states that dealer 425047 states that the concern will not be covered; Customer states this is a safety concern and what would of happen if her daughter had been driving; Customer is seeking to us to either; to repair the hesitation concern and the rear damage to the vehicle or she wants us to take this vehicle back and give her a deposit of \$5k back; this customer perceives this to be a premature failure. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty. Customer states they have no vehicle to drive.

Call to Service Manager: RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: they have found the vehicle operating to specifications several times; he has driven it home before; concern is vehicle does not have power; first time they found the customer



Seite 2

was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental but has to return it today or they will be paying for it as the valve body is repaired and the customer is aware of this; the vehicle has been to dealer 3 times, twice for this concern; total of 17 days.

Enclosure: (copy of complete file)

cc: Kyle Gibbs - w/enclosure (fax: 248-754-6524)  
Vitor Jesus - w/enclosure (fax: 248-754-6524)  
Bob Ariuri - w/enclosure (fax: 201-894-5498)  
Bob Cameron - w/enclosure (fax: 201-894-5498)  
Manny Lecroz - w/ enclosure (fax: 201-894-5498)





