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

Warranty file.xls; WVWFV71K88W SI.pdf; WVWBA71F18V Single Incident.pdf; WVWBA71F58V WVWBA71F18V Customer Relation.pdf; WVWBA71F88V Customer Relation.pdf; WVWFA71F58V SI.pdf;

WVWBA71F88V WVWFA71F58V

Customer Relation.pdf; WVWBA71F68V 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 . 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 , WVWBA71F58V , WVWFV71K88W involve VINS: WVWBA71F18V

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>

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.

Case 090154696

Customer: Ms.

Program: Customer Relations

07/20/2009 Closed

Source: Phone

Assigned: Greg Peters (PETERSG)

Vehicle: 2008 Volkswagen Eos

WVWBA71F18V

Production Date: 1/16/2008 Odometer: 12,200 Miles Wty Start Date: 04/30/2008

Dealer: Jack Daniels Motors, Inc. (408252)

Reasons

Status:

CATEGORY / TYPE / REASON PART DESCRIPTION ASST REQUEST RESOLUTION

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. (4082

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. (4)

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.

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.

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.

(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 lenghtly 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 -

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 pleas 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 -

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.

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 -

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 stets 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.

Program: Customer Relations

Status: 05/27/2009 Closed

Source: Phone

Assigned: Melinda Prentice (PRENTIM)

Vehicle: 2008 Volkswagen Eos

WVWFA71F58V

Production Date: 1/11/2008 Odometer: 9,000 Miles Wty Start Date: 02/25/2008

Dealer: West Houston Volkswagen (425047)

Reasons

CATEGORY / TYPE / REASON

PART DESCRIPTION

ASST REQUEST RESOLUTION

Generator

Not Applicable Not Applicable

Goodwill C.R. **Full Assistance**

Contacts

05/27/2009 03:38:13 FOXK1

Assigned To Southern - PRENTIM

PL generating EFT. No further action.

Dealer / Service / Dealer Opted Not to Assist

Vehicle Problem / Transmission / Hesitation

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 -

From:

To:

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 Volkswager

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

05/22/2009 10:57:50 CAMILOM I

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.

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.

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 intersted 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.

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 -

-

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.

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 (425

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 (4250

04/21/2009 02:16:57 FOXK1 Return Call From Dealer Service Mgr - James @ West Houston Volkswagen (42

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

04/21/2009 11:12:05 FOXK1 Voice Mail To Spouse - Ms.

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 (4250)

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.

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.

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.

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.

Phase care without to: To: James



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

CUSTOMER COPY

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WEST HOUSTON VOLKSWAGEN

VWWS92487

17113 Katy Freeway Houston, Texas 77094

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

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KATY, IX	W V W B A 7 1 F 8 8		25047	10/29/07
marycmerten@sbcglobal.net	F, T, E. NO.	P.Q. NO.	07/28/09	
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WEST HOUSTON VOLKSWAGEN

VWW\$92487

17113 Katy Freeway Houston, Texas 77094 (281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257 www.westhoustonvw.com

CELL: CUSTOMER NO NYCICE DATE MUICE NO. 29331 4165 vwws92487 DARDEN TEJEDA 08/20/09 3680 COLOR 208043 89.50 4,466 BLACK UNI/C YEAR / NAKE / MODEL DELIVERY DAYE DEL VERY MILES 06/30/08 OXRAJAED ENILER 08/VOLKSWAGEN/EOS/CONV 10/29/07 25047 W V W B A 7 1 F 8 8 V 07/28/09 marycmerten@sbcglobal.net CONTRACTO MO: 4476 JOB# 3 TOTALS--Any warrantles on the products sold hereby are 98.45 LABOR those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express JOB# 3 JOURNAL PREFIX VWWS JOB# 3 TOTAL or implied, including any implied warranty of JOB# 4 CHARGES ----merchantability or fitness for a particular purposo, and neither exaumes not authorized any other LABOR - - · INT TRIM CONCERN HOURS: TECH(S):4195
DATE START FINISH ACT TIME DESCRIPTION
08/11/09 0.00 0.00 0.00 0.00 ENTERED IN 1 person to assume for it any liability in connection J# 4 60VWZ01 TECH# 0.00 with the sale of said products. 08/11/09 4195 ENTERED IN INVOICING TOTAL TECH TIME 0,00 CUSTOMER STATES RIGHT SIDE A PILLARD IS LEAKING WATER SEE LINE 3 JOB# 5 CHARGES-----J# 5+70VWZ03 RENTAL HOURS: TECH(S):4195 0.00 Added Operation (DARDENT @ 07/28/2009 13:50)
TECH# DATE START FINISH
4195 08/18/09 0.00 0.00 DESCRIPTION 0.00 0.00 ENTERED IN INVOICING TOTAL TECH TINE 0.00 RENTAL CLAIM #----WARRANTY OP. CODES----FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE 92487C 0 LOAN55 1SP SUBLET---630.07 TOTAL - SUBLET 630,07 J08# 5 TOTALS-----SUBLET 630.07 JOB# 5 JOURNAL PREFIX VWWS JOB# 5 TOTAL 630.07JOB# 6 CHARGES LABOR EXTERIOR TRIM J# 6+51VWZ TECH(\$):4195 0.00 Added Operation (DARDENT 0 08/14/2009 11:59)
TECH# DATE START FINISH
4195 08/18/09 0.00 0.00 DESCRIPTION ENTERED IN INVOICING 0.00 0.00 TOTAL TECH TIME 0.00 0.00 CUSTOMER STATES REAR BUMBER DAMAGE DO TO HESITATION WHILE 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 # 924870 Dealer Code: 425047

PAGE 2 OF 3

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 01:46pm

Martinally and Hoyeable ERAINTINVE SF1921 Q (CNCO)



WEST HOUSTON VOLKSWAGEN

VWWS92487

17113 Katy Freeway Houston, Texas 77094 (281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257

www.westhoustonvw.com



CELL: 713-628-0620

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





□ Urg	ent	☐ For Review	☐ Please Comment	□ Please Reply	☐ Please Recycle
Re: BUMPER REPAIR		MPER REPAIR	GC:		
Phone	1		Date:	8/21/2009	
Fax:	201	-894-5498	Pages		
To:	CH	RIS LEWIS	From	LAURA KYDD	

• Comments: PLEASE REVIEW FOR PAYMENT

West Houston Wolkswagen

JAMES W., RUSHING

i Katy Freewill Housign, TA 77094



FROM THE OFFICE OF JAMES RUSHING

	TO: Mindy Prentice
DATE: 8 11 0 9	FAX NO .: 348 754 6564
NO. PAGES: L	COMPANY: V W
RE: LOS.	ATTENTION: W. 2
	PHONE NO ·

ITEMS: Here the copy of the	
body shop Repair and Repair ord.	
If you need anything klad het me know	۷

Thank You And Have A Blessed Day James W. Rushing

WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway Houston, Texas 77094

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



Show demage location with codes. KEMININUM DASNOETE FEE

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Arin's Asses

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: Owner: Address:

Claim #PHONE ESTIMATE

Policy #

Deductible: Date of Loss:

Type of Loss: Point of Impacts

Evening:

Day:

Inspect Louation:

Insurance Company:

Days to Repair

2008 VW EOS 4-2.01-T 2D CNVT BLACK Int; VIN: WVWBA71F28V Lica

TX Frod 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 Power Brakes Power Mirrors FM Radio CD Player

Driver Air Bag

Cloth Seats

Signal Integrated Mirrors Front Side Impact Air Bag 4 Wheel Disc Brakes 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

Bucket Seats

Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	ŎΊ̈́Υ	EXT.	PRICE	LABOR	PAINT
1		REAR BUMPER					,
2	Repl :	Bumper cover w/reverse sens	1	525.	DO	1.8	2.4
з.		Add for Clear Coat					1.0
4	į	Add for reverse sems				0.4	•
5排		Flex Additive per Bumper	1	12.	00		•
6#		**** Possible Damage to Innex	1.				
	•	Components ****					

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

NO.	OP.	Description	QTY	EXT.	PRICE	LABOR	PAINT
7 8#	OTHER E.P.C.	CHARGES	1	12.	.00	克莱克曼复杂沙漠	- er ze ye er 94 M 24 i
	, <u>.</u>	Subtotals ==>			.00	2,2	3.4
	•	Parts					537.00
		Body Labor				42.00/hr	
		Paint Labor Paint Supplies	3.	4 hrs		42.00/hr	142.80
	•	Body Supplies		4 ATE	1 49 57 . 1 50 61	28.00/h r 2.50/hr	95.20
		Other Charges	, min	O HIE	e way	2.3U/LE	12.00
		SUBTOTAL	·			ــــــــــــــــــــــــــــــــــــــ	883.90
		Sales Tax	ş	636	.70 Ø	8.2500%	
		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 BRA9290, OCC Data Date 07/01/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OBM parts are available at OE/Vehicle dealerships. OPT ORM (Optional OPM) or ALT OPM (Alternative OPM) parts are OPM parts that may be provided by or through alternate sources other than the OBM vehicle dealerships. OPT OBM or ALT OBM parts may reflect some specific, special, or unique pricing or discount. OFT OEM or ALT OEM parts may include "Blemished" parts provided by OBM's through OBM 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 DKQ, Qual Recy Parts, RCY, or USBD. Reconditioned parts are described as Record. Recored parts are described as Recore. MAGS Fart Numbers and Benchmark Frices 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. Found 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, lebor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Farts numbers and prices should be confirmed with the local dealership.

CCC Fathways - A product of CCC Information Services Inc.

2 '

Lewis, Chris

From:

Prentice, Melinda

Sent:

Friday, August 14, 2009 10:11 AM

To:

'James Rushing'

Cc:

Asmussen, Jeff; Lewis, Chris

Subject:

/08 EOS/WVWBA71F88V

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

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

08 EOS/WVWBA71F88V

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: [

08 EOS/WVWBA71F88V

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 TY			,	SOR 4165
		<u></u> 12. D	OATEIN 07	/28/200 9
1. C STOMER			13. TI	ME IN 07:32am
		 14	L DATE PR	07/28/2009
KATY TX 1		15. TI	ME PR 07:0	00pm
PHONE(B)		·	16	6. TAG NO. 3680
		17. N	/II I/O 4466	/
2. SERIAL# WVWBA7	1F88V			•
LICENSE#	STK#2080	043 DEL 00	6/30/2008 19	O. COMMENTS Y
DESC. VW EOS BL	ACK UNI	CORNSILK	BEIGE 08	20. RECOMMEN
***************************************	~~~~~~~~		RNL PFX	PICKUP
3. JOBS (J#) 1 2 3 4 5		22.	1	,
STATUS				
4. LABOR	0.00	0.00	0.00	
5. PARTS	0.00	0.00		
6. SUBLET	0.00	0.00	0.00	•
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(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: 08 EOS/WVWBA71F88V

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

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: W/08 EOS/WVWBA71F88V

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/WVWBA71F88V025082

This customer has damaged vehicle that dealership personnel witnessed transmission sahifting 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: 08 EOS/WVWBA71F88V

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 TYF	E SERVI		11. ADVI ATE IN 07	
1. CUSTOMER		12, 1		ME IN 07:32am
		 14	. DATE PR	07/28/2009
KATY TX		15. TI	ME PR 07:0	00pm
PHONE(B)		'	16	6. TAG NO. 3680
		17. N	1I I/O 4466	/
2. SERIAL# WVWBA71	F88V	PROD	DT 10/29/20	007 18. PO NO.
LICENSE#	STK#208	043 DEL 0	5/30/2008 19	O. COMMENTS Y
DESC. VW EOS BLA	ACK UNI	CORNSILK	BEIGE 08	20. RECOMMEN
		21. J	RNL PFX	PICKUP
3. JOBS (J#) 1 2 3 4 5		22.	4-4-4-10	·
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] TOTA	ALS [C]	0.00 [W]	[I] 00.0	0.00

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



Fax

Bob Cameron PL/EC

Melindo Prentice - F

From

Volkswagen Customer CARE Department

(248) 754-3558 Ph

Рһоле

248-754-6504

4 Fax

Melinda.Prentice@vw.com

om Email

8/6/09 Date

ì Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WWBA71F88

Reference Number: 090191724

Home:

Business:

Rochester Hills, MI 48309 Phone +800-822-8987

3499 West Hamlin Road

Customer CARE

Volkswagen of America, Inc.

Ms.

Katy, TX August 6, 2009 USA

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 mechantronic 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

Phone

E-Mall

Southern Regional Consultant

Tille

Volkswagen Customer CARE

Department

Total Pages

248-754-3558

248-754-6504 Fax

http://www.vw.com

8/6/09 Date

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 Aubum Hills, MI 48326 Tel. +1 248 754 5000 www.yw.com

Lewis, Chris

From:

Prentice, Melinda

Sent:

Thursday, August 06, 2009 12:26 PM

To:

Lewis, Chris

Subject:

FW: /08 EOS/WVWBA71F88\

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

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:

08 EOS/WVWBA71F88V

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/WVWBA71F88V025082

This customer has damaged vehicle that dealership personnel witnessed transmission sahifting 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: N/08 EOS/WVWBA71F88V

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.

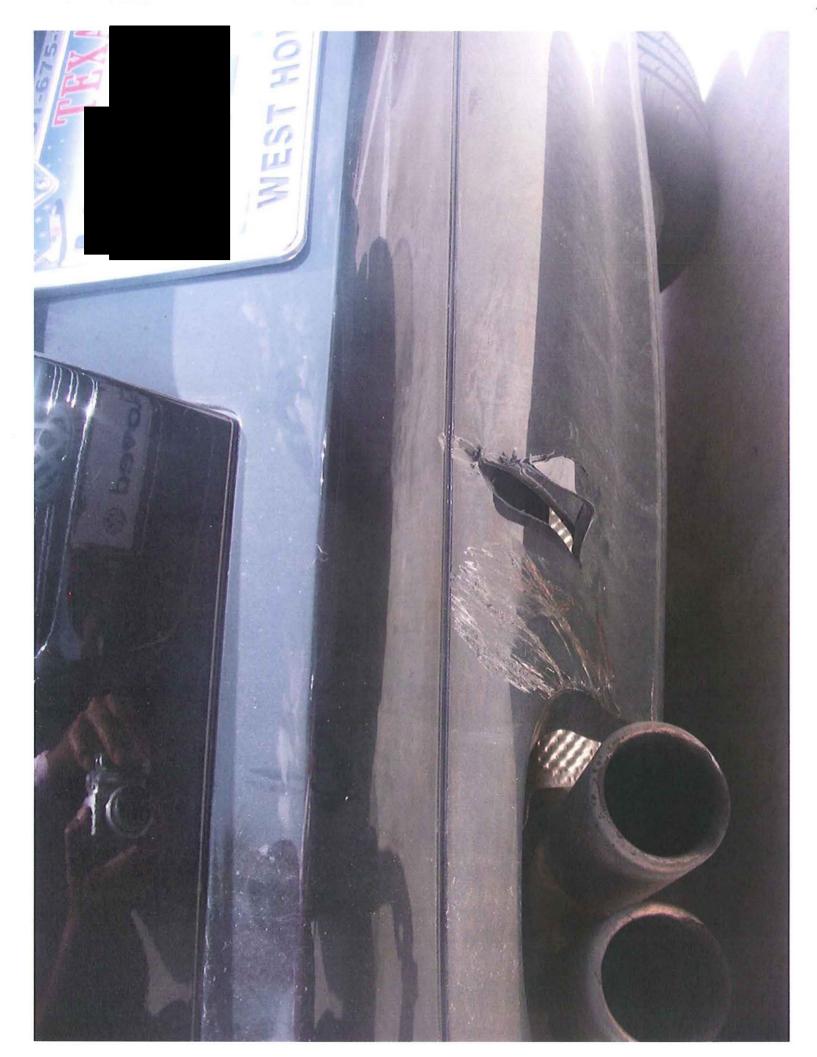
James w rushing

G 3, 2009 R/O CLOSE OUT

Store 01 SERVC01 PORT 5023 3651

X. R/O NO.	92487 TYPE SER	RVICE	11. ADVI	SOR 4165	
	· · · · · · · · · · · · · · · · · · ·	12. Г	DATE IN 07	/28/2009	
1. CUSTOMI	∃R	•		ME IN 07:32am	
		14	4. DATE PR	07/28/2009	•
KAT	Y TX		ME PR 07:0	,	
PHONE(B)				. TAG NO. 368	0
	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	17. N	MI I/O 4466/		
2. SERIAL#	WVWBA71F88V	PROD	DT 10/29/20	07  18. PO NO.	
LICENSE#				. COMMENTS	Y
DESC. V	W EOS BLACK U		•		
		21. J	RNL PFX	PICKUP	
3. JOBS (J#)	1 2 3 4 5	22.	1	•	
STATUS					
4. LABOR	0.0	0.00	0.00		
5. PARTS	0.00	0.00	0.00		
6. SUBLET	0.0	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	
	-			•	

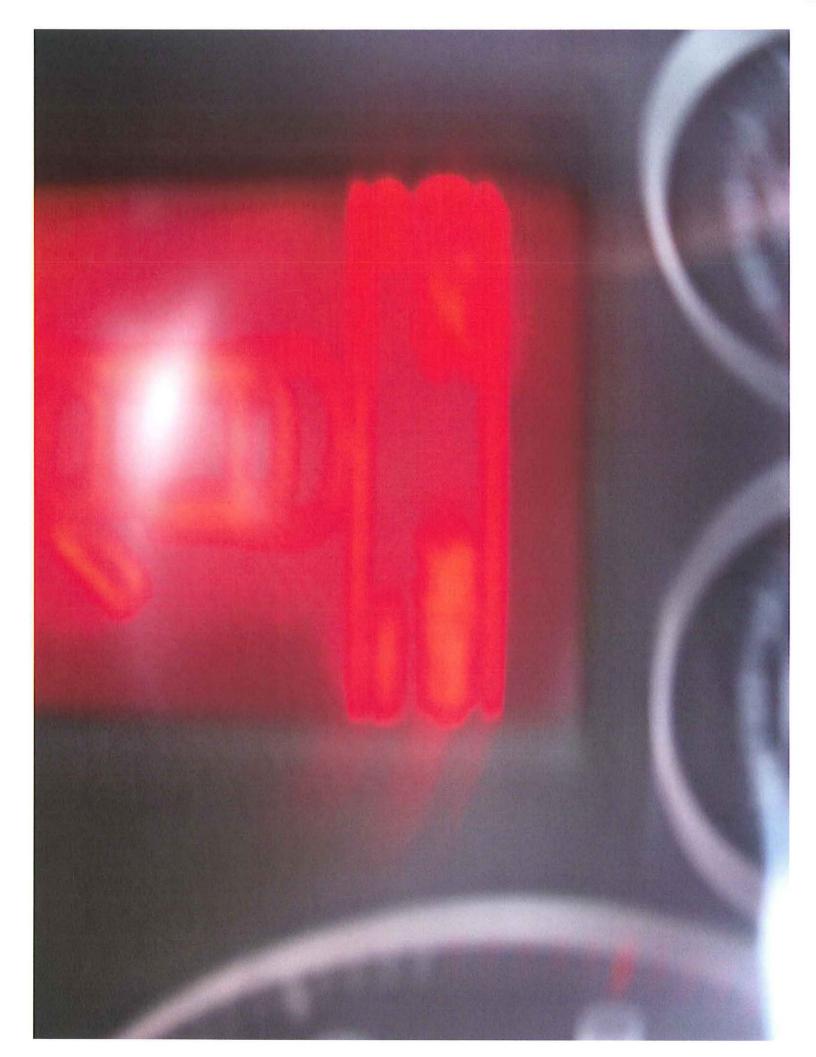
(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA











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.

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 mechantronic unit is supposed to be in next week; CUST is in a loaner vehicle at this time; customer was told the mechantronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to expeirence 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 sahifting irregularities in. Parts are on order. Please file with liason too sionce 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

#### VDF/Claim Information for: WVWBA71F88V

#### Vehicle Information

Model Year 2008 Status Active Shipping Num 121 Make/Model/Sub VLK / EOS / Eos 2.0L **Eng Family Invoice Num** 05116 Sales Model 1F78V3 **Prod Date** 10/29/2007 **Invoice Date Factory Model** 1F77V3 Ign Key Order POE UH

Exterior Color BLACK EXTERIOR A/C Installed Deliver POE UH

Source US Delivery from Europe Interior Color UNKNOWN Engine# BPY 197220

In Service Date 06/30/2008 Expires Miles

Demo Ext Num Base Warranty 06/2012 50

Addi Wrnty Num Demo Warranty 0
# Claims 5 \$208.00 Addi Warranty 0

Addl Wrnty Typ Not Applicable

Ordered By 425038 Momentum Volkswagen
Billed To 425038 Momentum Volkswagen

Sales Options EMM

Factory Options 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	Туре	Part ld	Part Description	Repair Date	Paid Amt	Odom Unit Measure	Audit Ctr
425047	West Houston Volkswage	87782AC	W2	5557	Rear lock mechanism	2009/03/06	\$100.00	3,000 Miles	20091195
425047	West Houston Volkswage	81542AC	W2	6121	Molding	2008/08/14	\$44.00	1,000 Miles	200833 96
425047	West Houston Volkswage	79942AC	FM	0181	Inventory inspection US	2008/06/27	\$22.00	0 Miles	200827 97
425047	West Houston Volkswage	78612AC	FM	0181	Inventory inspection US	2008/05/08	\$21.00	0 Miles	200820 98
425047	West Houston Volkswage	77782AC	FM	0181	Inventory inspection US	2008/04/08	\$21.00	0 Miles	200815 99

#### Case 090191724

Customer: Ms.

Program: Recovery

**Status:** 08/17/2009 Closed

Source: Phone

**Assigned:** Melinda Prentice (PRENTIM)

Vehicle: 2008 Volkswagen Eos

WVWBA71F88V

 Production Date:
 10/29/2007

 Odometer:
 4,466 Miles

 Wty Start Date:
 06/30/2008

**Dealer:** West Houston Volkswagen (425047)

Reasons

CATEGORY / TYPE / REASON

Manufacturer / Special Programs / Outbound

PART DESCRIPTION

ASST REQUEST RESOLUTION

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.

Mechatronics

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 Volkswag

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.

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 Volkswager

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.

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 mechantronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to expeirence 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 sahifting irregularities in. Parts are on order. Please file with liason too sionce 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

Volkswogen Customer CARE Department

(248) 754-3470 Phone

(enter RC fox number) Fax (enter RC e-moil address) E-mail

Date

# page(s), including cover Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WVWBA71F58V

Mr.

North Wales, PA August 19, 2009 USA

Home:

Business: (2

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

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 deductable 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 capy 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 Carneron - w/enclosure (fax: 201-894-5498)
Manny Lecroz – w/ enclosure (fax: 201-894-5498)

FROM: CASE # 90203190

SATE: AUGUST 19, 2009

Date: 8/11/2009 02:22 PM Estimate ID: 38-L744-90301

Estimate Version: 0

Correction: Préliminary

Profile ID: CUSTOMIZED

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

### 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

(868) 713-4694

Type of Loss: Collision (Spac) Date of Loss: 8/8/2009

Accident Date: 8/8/2009 Deductible: 250.00

Claim Number:

Insured: Owner:

NORTH WALES, PA 1 Address: Telephone: Work Phone:

Home or Cell Phone:

Mitchell Service: 910784

Description: 2008 Volkswagen Eos Komfort

Body Style: 2D Conv VIN: WVWBA71F68V Mileage: 12,488

OEM/ALT: O

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	Entry	Labor		Line Item	Part Type/	Dollar	Labor
item	Number	Type	Operation	Description	Part Number	Amount	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		Q.3*#
10		REF	REFINISH/REPAIR	R FENDER PANEL		Ç	1.8*
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 & VACCUM 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 OF	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

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UltraMate Version:

6.7.023

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Page 1 of 3

Estimate ID: Estimate Version: Correction:

Date: 8/11/2009 02:22 PM

Preliminary

Profile ID: CUSTOMIZED

20 AUTO REF 21 900500 REF* AUTO

ADD'L OPR ADD'L LABOR OF CLEAR COAT

REMOVE TAPE STRIPE & ADHESIVE

Existing

0.00 0.1*

22 23 **AUTO**  ADD'L COST ADD'L COST

PAINT/MATERIALS

HAZARDOUS WASTE DISPOSAL

139.20 * 3.00 *

* - Judgment Item

# - Labor Note Applies

C - Included in Clear Coat Calc

#### **Estimate Totals**

l.	Labor Subtotals Body Refinish	Units 7.1 5.8	Rate 48.00 46.00		or Şublet	Totals 326.60 T 266.80 T	11.	Part Replacement Summary Taxable Parts Sales Tax @	6.Q <b>0</b> Q%	Amount 17.00 1.02
	Labor Summary	Taxable i Lat 12,9	Labor oor Tax	@	6. <b>900 %</b>	593.40 35.60 629.00		Total Replacement Parts Amoun	ŧ	18.02
tu.	Additional Costs Taxable Cost Total Additio	Sales Tax		<b>@</b>	6.000%	Amount 142,20 8.53 150.73	IV.	Adjustments Insurance Deductible Customer Responsibility		Amount 250.00- 250.00-
							i. II. III.	Total Labor: Total Replacement Parts; Total Additional Costs: Gross Total:		629.00 18.02 150,73 797.75
							IV.	Total Adjustments: Net Total:		250.00- 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-L744-90301

Mitchell Data Version: JUN_09_V

UltraMate is a Trademark of Mitchell International

UltraMate Version:

6.7.023

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Page 2 of 3

AUG-19-2009 12:57 FROM CLEC IMPLE & SS7 PROD MGT TO 12487546504

P.04/04

Date: 8/11/2009 02:22 PM

Estimate ID: Estimate Version: Correction: 1

Preliminary Profile ID: CUSTOMIZED

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

Cycle Time Information

ي د مين

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

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UltraMate Version:

6.7.023

Page 3 of 3

All Customer Contacts for: Mr.

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.

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.

RC advised that VW will reimburse him for his \$250.00 deductable. 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 deductable. 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 deductable 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.

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

E-Mail From Owner - Mr.

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

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 -

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 -

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 deductable 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.

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 -

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 -

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.

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.

## VDF/Claim Information for: WVWBA71F58V

INDIA RED

#### Vehicle Information

Exterior Color

Model Year	2008	Status	Active	Shipping Num	290
Make/Model/Sub	VLK / EOS / Eos 2.0L	Eng Family		Invoice Num	05135
Sales Model	1F78V3	Prod Date	11/29/2007	invoice Date	
Factory Model	1F77V3	lgn Key		Order POE	UQ

A/C Installed

UQ

Deliver POE

		Source	US Delivery fro	om Europe
Interior Color	UNKOWN	Engine#	BPY 208758	
In Service Date	05/24/2008		Expires	Miles
Dame - Fort Mann		5 117	05/0040	E0.

Demo Ext N	um		Base Warranty 05/2012	50
Addl Wrnty	Num		Demo Warranty	0
# Claims	4	\$785.00	Addl Warranty	0
			Addl Wrnty Typ Not Applicable	

Ordered By	408287	Flemington Volkswagen
Billed To	408287	Flemington Volkswagen

Sales Options PIT,PLE

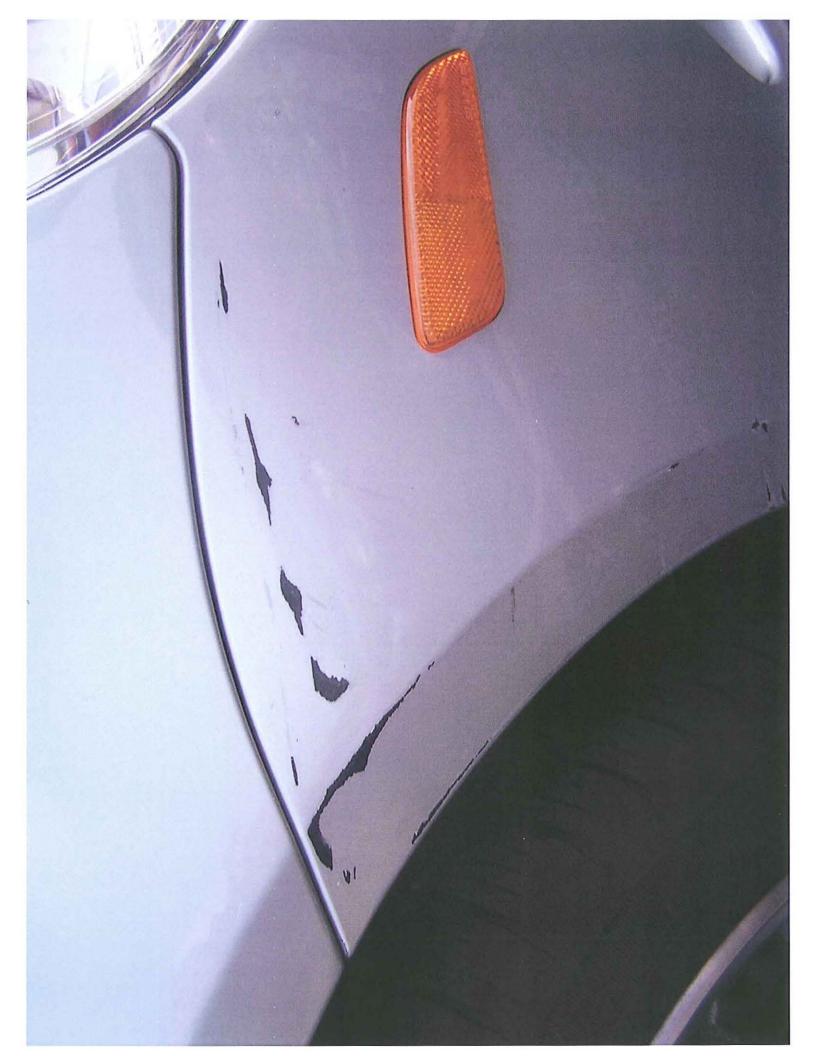
Factory Options PIT, PLE, PSO, WCO

#### 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	Туре	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:	DOUG MCDANIEL	<u>.L</u>				
File Name:				Date:	08/25/09	
File #:	99154696 U/A					
VIN:	WVWBA71F18V					
Initial Request:	Х		Subseque	nt Request:		]
Vehicle Repurcha	se:	Yes		No	Х	
Vehicle Returned:	(for resale)	Yes		No	X	
Salvage:		Yes		No	X	
Please issue a ch	eck for the above lis	sted veh	icle in the amou	ınt of:	\$2,712.88	
Payable to:						
Name:	JACK DANIELS M	OTORS,	, INC.			
Street:	16-01 MCBRIDE A	VE				
City / State:	FAIRLAWN, NJ 07	410				
Technical Comme	ents / Comments:					
	DEALER REIMBUI MECHATRONICS					
Photographs Prov	ided:	N	]			
Inpection Report F	Provided:	N		:	()	
Authorized Sig	nature:	Jug	for Me	Hum	Date:	08/25/09
Please submit cl	heck to:					

#### McDaniell, Doug

From:

Peters, Greg

Sent:

Monday, August 24, 2009 2:43 PM

To: Cc: McDaniell, Doug

Subject:

Lewis, Chris

Attachments:

DeLuca 2.tif

RE: Customer = ....VIN = WVWBA71F18V ....Case = 90154696

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>

http:www.vw.com

From: Lewis, Chris

Sent: Monday, July 20, 2009 8:44 AM

To: Peters, Greg

Subject: RE: Customer = ....VIN = WVWBA71F18V ....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

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 = WVWBA71F18V ... 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>
http://www.vw.com

No. 2468 P. 1

# JACK DANIELS MOTORS INC.

3 3 9 8 3 *ACCOUNTING*

SERVICE & PARTS CENTER 16-01 McBride Avenue Falriawn, NJ 07410

DUPLICATE 1 PAGE 1 Porsche: (201) 398-1210 · Audi: (201) 398-1212 Volkswagen: (201) 398-1220

Parts; (201) 398-1209 SERVICE ADVISOR: 110 MICHELLE MCNAIR LICENSE MILEAGE IN LOUT TAG COLOR YEAR MAKE/MODEL BLUE T7205 VOLKSWAGEN N WVWBA71F18V 14318/14319 PROD DATE WARR EXE. PROMISED PO NO. BATE PAYMENT INV. DATE CASH 24AUG09 28APR08 IS 17:30 28JUL09 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 LIST TOTAL COST SALE COMP A CUST STATES VEHICLE FRONT BND 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 SEMD VEHICLE TO MASH AUTO BODY. NEED THEIR PHOTOS FOR WARRANTY. COVERAGE D REPAIR FRONT END DAMAGE CONSEQUENTIA MECHATRONICS DEFECT 99 CTV 0.00 0.00 0.00 1K0-010-328-J STICKER 100 200 ٥ 2.00 2.00 2.00 19.80 1:100-807-049-A PIECE 19.80 990 19800 19.80 1 100-807-050-A PIECE 990 1980 19.80 19.80 19.80 0 L 100-853-651-N-WAD GRILLE 12000 20000 200.00 Ö 200.00 200.00 1 100-828-031-J HOOD ×0: 395.00 23700 39500 395 M 1 100-823-480 HOOK 1950 3900 Ò 39.00 39.00 39.00 I 100-805-586-A-989 CARRIER 15600 26000 Ó 260.00 260.00 260.00 1.400-807-889 FIECE 19.80 990 1980 0 L9.80 19.80 SUBL NASH AUTO BODY REPAIR ĆΨ C CUST REQ AUDI LOANER AS PER PEDRO MARTIN DAR DONE AS PER REQUEST 99 0.00 0.00 0 0.00 0.00 D CHECKED AND SET TIRE PRESSURES 10 CV 0.18 0.00 0 14319 CHECK & ADJUST TIRE PRESSURES E PERFORM COMPLEMENTARY MULTIT POINT INSPECTION INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES TOTAL CHARGES LESS DISCOUNT SALES TAX **PLEASE PAY** THIS AMOUNT

93763

33983

## **JACK DANIELS** MOTORS INC.

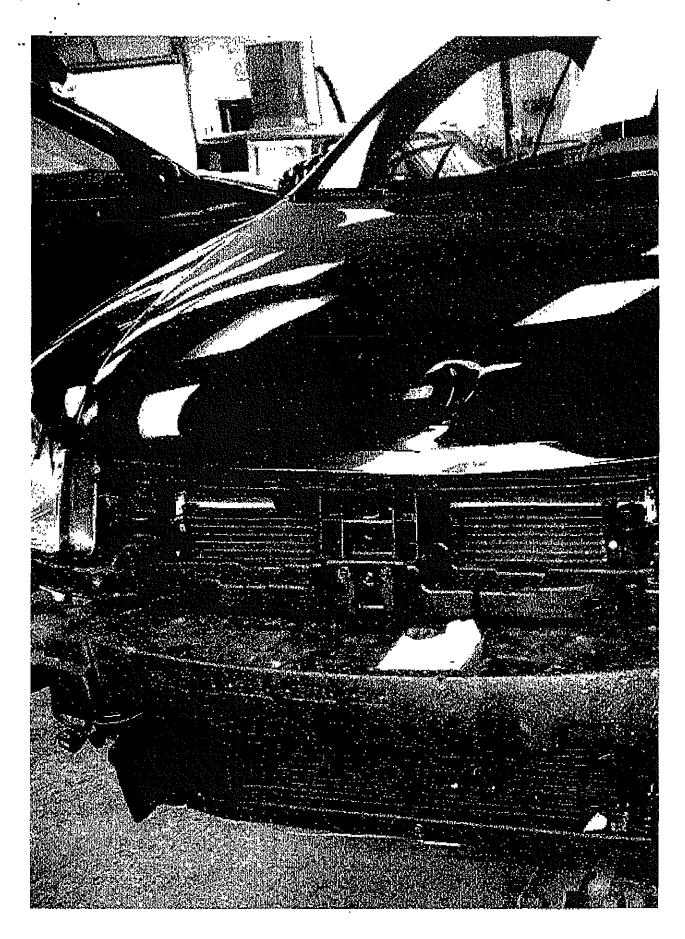
SERVICE & PARTS CENTER

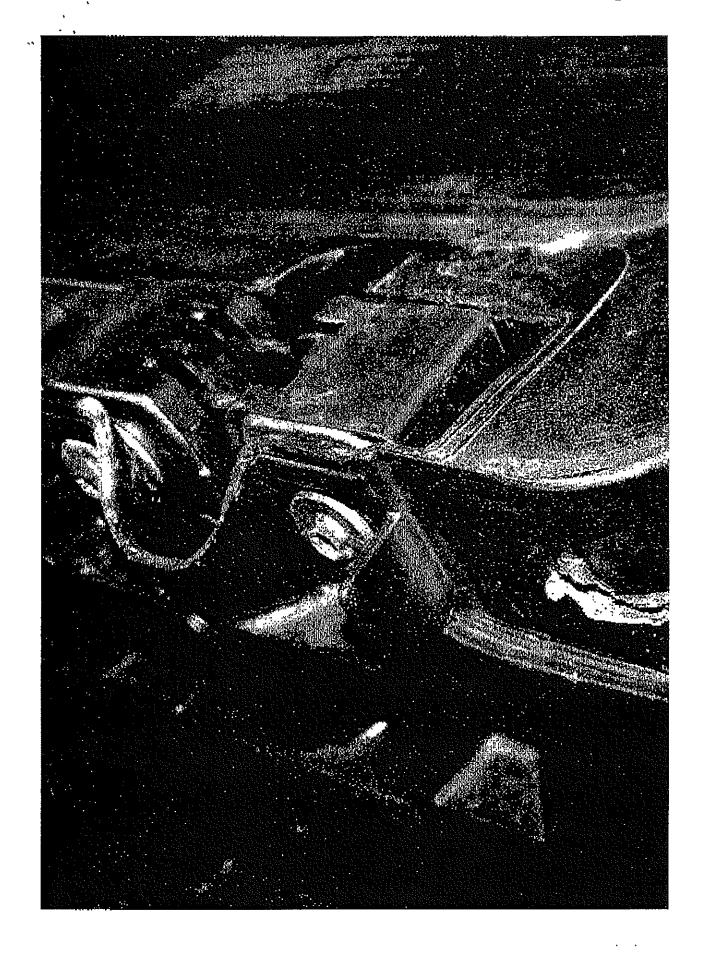
*ACCOUNTING*

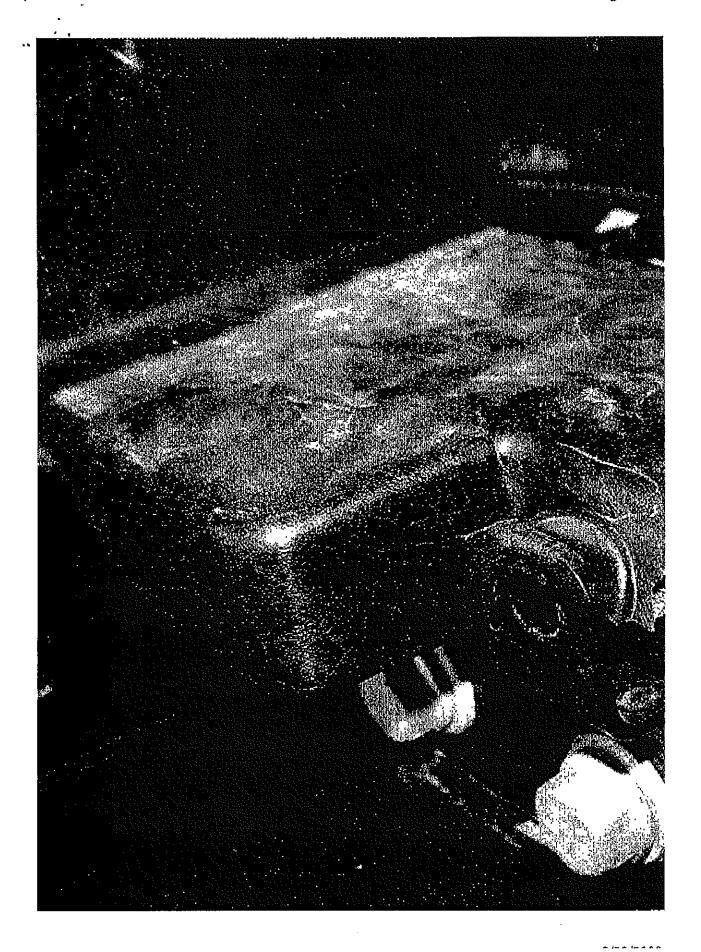
DUPLICATE 1 PACE 2

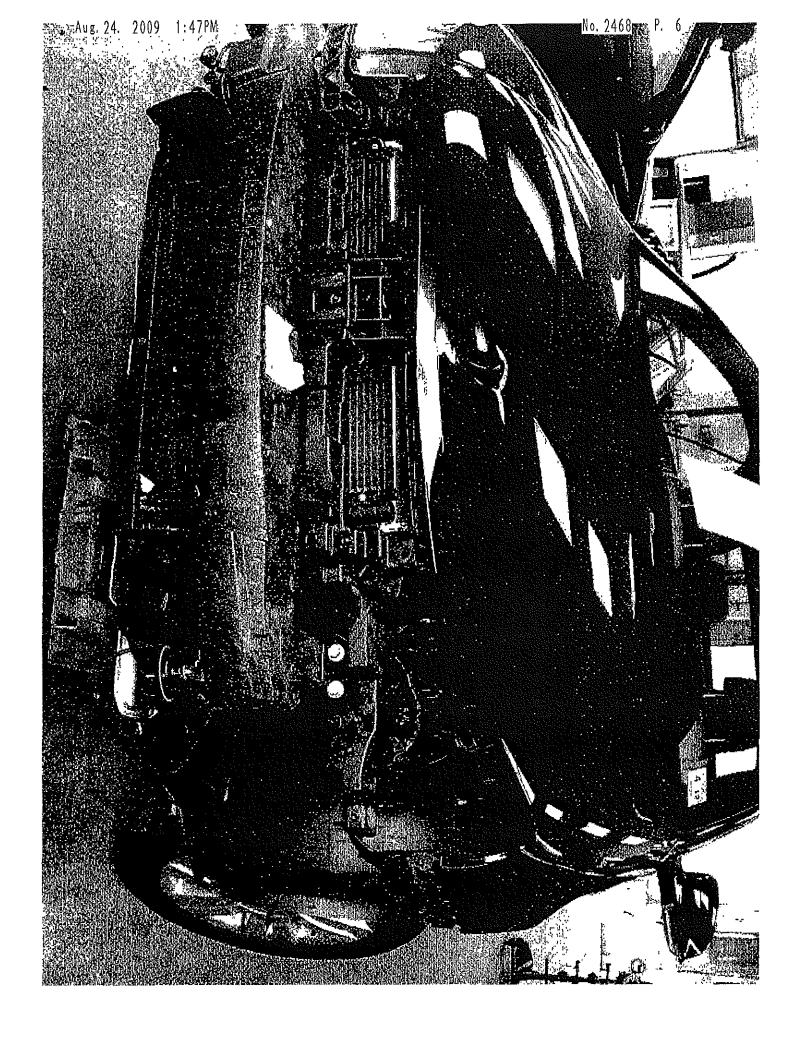
16-01 McBride Avenue Felriawn, NJ 07410 Porsche: (201) 398-1210 · Audi: (201) 398-1212 Volkswagen: (201) 398-1220 Parts: (201) 398-1209

SERVICE ADVISOR	: 110 MICHELLE MCNAIR
COLOR YEAR MAKEMODEL VIN	CICENSE MILFAGE IN CUIT TAGES
BLUE 08 VOLKSWAGEN N WVWBA71F18V	14318/14319 T7205
DEL BATE PRODIDATE WARRIERE, PROMISED FOR	PAYMENT INV. DATE
28APR08 IS 17:30 28JUL09	CASH 24AUG09
READY OPTIONS: STK:859V08 ENG:	2.0_Liter_F.ITurbo
08:04 28JUL09 11:14 24AUG09	
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COME	P LIST NET TOTAL
EST: 20.00 28JU-09 08305 SA 110	
DATE START FINISH DURATION TYPE TECH LINE(S	B) CHG
08 14 09 08:35 08:35 0.00 W 99 09:52 10:03 0.18 W 10	A
	U
ACCOUNT SALE COST CONTROL ACCOUNT SAI	
in different and the control of the	5540 56320 1288 ******
273	1200
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COST, SALE, & COMP TOTALS 232068 271288 (
COST, SALE, & COMP TOTALS 232068 271288 (UESCHIPTION TOTALS
	LABOR AMOUNT 0.00
	PARTS AMOUNT 955.40 GAS, OIL, LUBE 0.00
	GAS, OIL, LUBE 0.00 SUBLET AMOUNT 1757.48
	MISC, CHARGES 0.00
	YOTAL CHARGES 2712.88
	LESS DISCOUNT 0.00 SALES TAX 0.00
	PLEASE PAY
	THIS AMOUNT 2712.88









ACK CLANIELS MOTORS, INC.





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

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

Fax

DATE:	07/17/09	
	7	

TO : GREG PETERS

FROM: FEDRO MARTIN

Re : __

PAGE / 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:
Address:

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

Inspect Location:

Evening:

Insurance Company:

Days to Repair

2008 VW EQS 4-2-OL-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 Integrate	d 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 Impac	t Air Bag	4 Wheel Disc Brakes
Positraction	Cloth Seats		Bucket Seats
Automatic Transmission	n Overdrive		Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QΤΥ	EXT.	PRICE	LABOR	PAINT
1 2 3* 4 5	R&I Rpr	FRONT BUMPER & GRILLE R&I bumper cover Bumper cover Add for Clear Coat Upper grille		194	87	1.4 1.5	2.6 1.0
6 7 8 9	Repl	Emblem FRONT LAMPS LT Headlamp assy HOOD	ī		92	Incl. 0.4	

07/14/2009 at 05:43 PM 55490

Job Number:

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

MO.	OP.	DESCRIPTION				LABOR I	
 10	Repl	Hood to VIN 1F8035000					
11	-	Add for Clear Coat					1.0
12		Add for Underside (Complete)					1.3
13		Add for Clear Coat	•				6.0
14	Repl	Safety catch	1	33	- 40	Incl.	
15		FENDER					
16	Blnd	RT Fender					1.0
	Blnd	LT Fender					1.0
10		MISCELLANEOUS OPERATIONS					
19*	Repl	MISCELLANEOUS OPERATIONS Cover car/bag	1	12 4 15	<u>.50</u>	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 1	6	,00	0.5	
24# 		COLOR SAND AND POLISH					1.0
	,	Subtotals ==>					11.8
		Parts					743.47
		Body Labor	5	.7 hr	s @ \$	52.00/hr	
		Paint Labor	11	.8 hr	s @ \$	52.00/hr	613.60
		Paint	11	.8 hr	3 G S	28.00/hr	330.40
			3	.4 hr	\$ @ \$	2.00/hr	6.B(
		SURTOTAL.				# \$	1990 6
		Sales Tax		\$ 199		7.0000%	139.39
		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 FRIOR 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. OBM 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 Vehicla dealerships. OFT 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 QEM's through QEM 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 habor 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 Record. Record 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.

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

Call To Owner - Ms.

(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.

Return To Owner -

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 pleas 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.

Return To Owner -

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.

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.

Call From Owner -

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 stets 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 -

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.

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

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.

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 -

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 repalced 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

Attached Mail From Owner -

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.

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

Customer: 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.

VDF/Claim Information for: WVWBA71F18V

Vehicle Information

Model Year	2008	Status	Active	Shipping Num	139
Make/Model/Sub	VLK / EOS / Eos 2.0L	Eng Family		Invoice Num	05170
Sales Model	1F77V3	Prod Date	01/16/2008	Invoice Date	
Factory Model	1F77V3	lgn Key		Order POE	UV
Exterior Color	UNKOWN	A/C Installed		Deliver POF	UV

Source US Delivery from Europe

Interior Color **UNKNOWN** BPY 215441 Engine# In Service Date 04/30/2008 Miles **Expires Demo Ext Num** 04/2012 50 **Base Warranty Addl Wrnty Num Demo Warranty** 0 # Claims \$1,686.00 Addl Warranty 0

Addl Wrnty Typ Not Applicable

Ordered By 408284 East Coast Volkswagen Billed To 408284 East Coast Volkswagen

Sales Options 4A3,PIT Factory Options 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, In		W2	3511	Mechatronic	2009/06/04	\$1,624.00	12,000	Miles	200924	98
408252 Jack Daniels Motors, In	c. 28176AC	W2	4432	Wheel electronics	2009/05/08	\$62.00	10,000	Viles	200920	99

Lewis, Chris

From:

Asmussen, Jeff

Sent:

Wednesday, June 03, 2009 8:26 AM

To:

Lewis, Chris

Cc: Subject: Lindsay, Brian; Gelfusa (Cramer), Bonnie; Gonzalez, Jaime; Prentice, Melinda

RE: Customer

y case #90095128

Attachments:

RE: Customer 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

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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 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

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PAGE 1 OF 2

ACCOUNTING COPY



WEST HOUSTON VOLKSWAGEN

VWCS88936

17113 Katy Freeway Houston, Texas 77094

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

www.westhoustonvw.com

VWCS88936

CUSTOMEN NO. TAG NO. NVOICE DATE INVOICE NO 28459 4121 JOE SERAWAN 3697 04/17/09 VWC588936 96.00 208032 CANDY WHITE YEAR / MAKE / MOOET DELIVERY DATE DEUVERY MILES 08/VOLKSWAGEN/EOS/CONV 02/25/08 01/11/08 425047 F.T.E. NO. 04/13/09 MO: 9455 JOB# 1 CHARGES Any warrantles on the products sold hereby are BODY ELECTRICAL TECH(\$):4176
CUSTOMER STATES THE VEHICLE HAS A DELAY FROM STOP IN DRIVE O
OR REVERSE, THEN SLAMS INTO GEAR
REPLACED THE VALVE BODY PER OTM
AFTER REPAIR SET BASIC SETTING FOR MODULE AND ROADTEST
VEHICLE those of the manufacturer. The Seller, hereby ABOR - - · expressly disclaims all warranties, eithor express J# 1 51WZ WARRANTY or implied, including any implied warranty of merchantability or fitness for a particular purpose, and nother 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-02E-325-025-AD-ZDE NECHATRON, G-052-182-A2 GEAR OIL 02E-321-371-E GASKET WARRANTY 5 HARRANTY WARRANTY WARRANTY 10 N-105-540-02 SCREW **TOTAL - PARTS** 0.00 J0B# 1 TOTALS-----JOS# I JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00 JOB# 2 CHARGES PT 27 POINT INSPECTION TECHO PERFORM FREE 27 POINT INSPECTION ALL REPAIRS HAVE 12 MONTHS 12.000 MILE WARRANTY PERFORMED 27 POINT INSPECTION CUSTOMER DECLINED WARRANTY J# 2 00VWZ27PT TECH(S):4176 ALL ESTIMATES VALID FOR 30 DAYS JOB# 2 TOTALS-----JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00 JOB# 3 CHARGES.... AROR - - - -J# 3 70VWZ03 TECH(S):4176 WARRANTY RENTAL LOANER SUBLET-----PO#------VEND INV#-INV.DATE-DESCRIPTION------WARRANTY 392777534 04/13/09 392777534 BUDGET TOTAL - SUBLET 0.00JOB# 3 TOTALS------JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00 ESTIMATE -----CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) DROVE IN

[CONTINUED ON NEXT PAGE] 03:50pm



WEST HOUSTON VOLKSWAGEN

VWC\$88936

17113 Katy Freeway Houston, Texas 77094

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

www.westhoustonvw.com

USTOMER NO.	ADVISOR	TAGN	O.	INVOICE DATE	INVOICE NO.
28459	JOE SERAWAN	4121 [MILEAGE	<u> 3697 </u>	04/17/09	VWCS88936
	96.00 YEAR/MAKE/MODEL		9,451	CANDY WHITE	208032
KATY, TX	08/VOLKSWAGEN/EOS	/CONV		02/25/08	
· <u>—</u>	W V W F A 7 1 F			425047	01/11/08
teve.harvey@mustangeng.com	E.T.E.NQ.	P. O. NO.		04/13/09	
	CONSIGENTS			-	MO: 9455
**************************************	LTER CHANGE 4C ****************** * TOTAL	*	0.00 0.00 0.00 0.00 0.00 0.00	Any warrantes on the prince of the manufacture expressly disclaims all with or implied, including an merchantability or intress and neither assumes no person to assume for it a with the sale of said production.	er. The Seller, herot pranties, either expres by implied warranty of for a particular purposi or authorizos any othe ny liability in connection

Volkswagen of America, Inc. Funds Request Memo

Requestor:	Chris Lewis					
File Name:				Date:	05/26/09	
File #:	090095128 - Ti	ransmission				
VIN:	WVWFA71F58	V				
Initial Request:	X]	Subsequen	t Request:		
Vehicle Repurcha	ise:	Yes		No		
Vehicle Returned	: (for resale)	Yes		No		
Salvage:		Yes		No		
Please issue a ch	eck for the abov	e listed vehicle i	in the amount of:		\$3,776.95	
Payable to: Name:	West Houston	Volkswagen (42	5-047)			
Street:	17113 Katy Fre	eway				
City / State:	Houston, TX 77	7094				
Technical Comme	ents / Comments	:				
	Repair of body	damage and ren	ntal due to faulty va	lve body		
Photographs Prov	/lded:	VERTER SERVICE				
Inpection Report	Provided:		· .			
Authorized Sig	nature:				Date:	05/26/09
Diana submit a	shook to:	Wort House	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		7	



VWW\$89622

Houston, Texas 77094

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

www.westhoustonvw.com

|--|--|

CELL: 01011VWWS89622 DETOMER NO NVOICE NO. 28459 05/22/09 JOE SERAWAN 41.21 VWW589622 1350 89.50 208032 9.489 CANDY WHITE YEAR / MAKE / MODEL DETIABLA MITES DELIVERY DATE 02/25/08 08/VOLKSWAGEN/EOS/CONV RELLING DEALER NO. PACIDUCTION DATE W V W F A 7 1 F 5 8 V 425047 01/11/08 F, T, E, NÖ. 05/05/09 steve.harvey@mustangeng.com MO: 9489 JOB# 1 CHARGES-----Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby LABOR-----J# 1 61VWZ HOURS: expressly disclaims all warranties, either express EXTERIOR TRIM TECH(S):4148 FINISH or implied, including any implied warranty of TIME 0.00 DESCRIPTION START TECH# DATE merchantability or fitness for a particular purpose, 05/05/09 0.00 0.00 TOTAL TECH TIME 0.00 ENTERED IN INVOICING 4148 and neither assumes nor authorizes any other 0.00 person to assume for it any liability in connection with the sale of said products. CUSTOMER STATES NEEDS BODY DAMAGE REPAIRED REPAIRED AT MESZAROS SUBLET ---- PO#----- VEND INV#-INV.DATE-DESCRIPTION----42759 05/05/09 42759 MESZAROS 392778665 05/05/09 392778665 BUDGET 3596.93 180.02 3776.95 TOTAL - SUBLET JOB# 1 TOTALS------SUBLET 3776.95 JOB# I JOURNAL PREFIX VAWS JOB# 1 TOTAL 3776.95 JOB# 2 CHARGES..... LABOR . : 27 POINT INSPECTION HOURS: 0.00 TECH(S):4148
DATE START FINISH ACT TIME DESCRIPTION
05/05/09 0.00 0.00 0.00 0.00 ENTERED IN TOTAL TECH TIME 0.00 0.00 J# 2 00VWZ27PT 0.00 TECH# 4148 ENTERED IN INVOICING 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 3776.95 R/O TOTALS CLAIM TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 APPROVED BY SIGNATURE PRE-INVOICE *********

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Budget Rent A Car System, Inc.

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CUST NONE:

HARVEY, KRISTIN CLM/PO/RO: RO#89622 PO#7376

THIS IS NOT . AN INVOICE

THE BICATA	*****	
	BUDGET NOT ICES B	UDGETNOTICES
THE CHARGES ARE STRUCT TO AUDIT AND CHARGE IF PAY	99-74 NILES \$10.50 FUEL FEE ADDED	, TO REMOVE SHOW ROPT.
ERRORS ARE FULLD.	X	•
THANK YOU FOR RENTING FROM BUDGET.	I HAVE READ AND AGREE TO THE T	ERHS AND CONDITIONS
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Complete Automotive Service - Auto Paint - Auto Body 1110 Upland - Houston, Texas 77043 (713) 973-1788 Fax (713) 973-0790

9138	CHARLES OTTESEN	60 1166	05/04/09	MMCB42759
	LADOR RATE	MILEAGE	WHITE/	STOCK NO.
	YEAR I NAKE / MODEL		DELIVERY BATE	DELIVERY MILES
	08/VOLKSWAGEN/EOS		BELLING DEALER NO.	PRODUCTION DATE
	WVWFA71F5	8 V	R. O. DAYE	
BUSKESS PICK	COMMENTS		04/20/09	
	COMMENTS			MO: 947
RODY REPAIR REPAIR REPAIR REPAIR PER INSURANCE ESTIMATE	TECH(S):71	571.20	The seller hereby expre- either expressed or im	oliod, including any impi
	JOB # 1 TOTAL LABOR	& PARTS 671.20	Inther nerent to age	illiy or fitness for a perior ssumes nor abilherixès a ime for il any liability
# 2 95SUZ BODY REFINISH REFINISH PER INSURANCE ESTIMATE	TECH(S):65	634.20	connection with the sale	of said products,
	JOB # 2 TOTAL LABOR	& PARTS 634.20	Notice Pursuant to \$70 1 am the person or ag person, who is obligated motor vehicle subject	0.001, Texas Property Cod ent acting on behalf of 1 to pay for the repetr of 10 the repair contract
UBLET PO# VEND INV#-INV.DATE -DESCRI OB # 1 3065	PTION	0.00 929.84 0.00 33.40 17.55 0.00	connection with the sele- Notice Pursuant to §70. I am the person or ag person, who is obligate motor which subject understand that this vahil in secondance with §6. Commence Gode, if a virapair on the vehicle is a of insufficient funds, not or maker of the order has which it is drawn had been applied to the order has which it is drawn had been applied to the property of the order has which it is drawn had been applied to the order has which it is drawn had been applied to the order has which it is drawn had been applied to the order has the order had been applied to t	
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OB # 2 1.0 PAINT AND MATERIALS @	TOTAL	+60G 450.30		
ISCCODEDESCRIPTIONDB # 1 FLEX FLEX ADDITIVE DB # 1 CC CAR COVER DB # 1 EPC E.P.C.	Toras	12.00 8.00 12.00 - MISC 32.00		
		-		
PAGE 1 DF 2 CUSYOMER COPY	(ÇQNTINUED (ON NEXT PAGE, 01:21pm	The Roynolds	and Reynolds Company FRAM ಕ್ಷಿಸಿದ್ದಾರೆಯ



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

CUSTOMER NO.	ADVISOR		TAG:	<u>wh.</u>	NYONE DATE	HIVOKOS NO.
9138	CHARLES	OTTESEN	60	1166	05/04/09	MMC842759
	LABÓR FATE		Michael	9,476	WHITE/	STOCK NO.
	YEAR / MAKA / MO	ð <u>ě</u> i		2,770	DELIVERY DATE	DELIVERY MILES
KAIY, JX	QB/VOLKS	WAGEN/EOS				
	VEHICLE IN NO.	A 7 1 F 5 8	R V		SELLING DEVICE NO	PRODUCTION DATE
	R. T. B. NO.	A + 1 3 1	R O. NO.		R.O. DATE 04/20/09	
CHEROLES MANY			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		04/20/09	<u></u>
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TOTALS					DISCLAIMER O	FWARRANTIES
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* [] VISA [] MASTERCARD [] DISCOVER	•	TOTAL G. TOTAL MI	O.G SC CHG	450.30 32.00	connection with the sale o	said products.
	r	TOTAL MI	SC DISC	0.00	Notice Pursuant to 670.0	01, Texas Property Code
* [] AMER XPRESS [] OTHER [] CHARGE	, :	TOTAL TA	Χ,	181.35	i am the person of ager cerson, who is obligated t	it acting on behalf of the o pay for the repair of the
*************************************	•	TOTAL INV	OICE \$	3596,93	motor vehicle subject to understand met this vehicle	o the repair comment l
THANK YOU FOR YOUR BUSINESS!!					in accordance with \$9.5	OG, Texas Businosa and
INVESTIGATION DUBINGST:					repair on the volicle is sic	den order kar payment for oped, dishenered because
					of insufficient funds, no fur or maker of the order has n	ris, or because the drawer a account or the account on
					which it is dipen hos been	closed.
CUSTOMER SIGNATURE					Signaluje of Poecon Responsible	on yours for Lawer's Himbelshopping
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PAGE 2 OF 2 CUSTOMER COPY		[END (OF INVOICE	01:21pm	The Reynolds ex	Reynolds Company ERAMINIVE 8F652365 C 80000



Facsimile Transmission

To:

Chris Lewis

Location: Product Liaison

Fax:

201-894-5498

Melinda Prentice

Name

Southern Regional Consultant Volkswagen Customer CARE

Tille Department

248-754-3558 248-754-6504

Phone

http://www.vw.com

Fax F-Mail

4/17/09

Date

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**

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

Thanks, Mindy

Volkswagen of America, Inc. 3800 Hamila Road Auburn Hills, MI 46328 Tel. +1 248 754 5000 WWW,YW.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 Comeron PL/EC

Mindy Prentice

From

Volkswagen Customer CARE

Department

Total Pages

Volkswagen of America, Inc.

3499 West Hamfin Road Rochester Hills, MI 48309 Phone +800-822-8987

Customer CARE

248-754-3558 Phone

248-754-6504 Fav

Melindo.crentice@vw.com

4/17/09 Date

Memo

Mr.

Subject: VW Vehicle Incident Report

VIN: WVWFA71F58V

Reference Number: 090095128

Home

anylime

Business:

Katy , TX April 17, 2009 USA

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; Custamer 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

CONFIDENTIALITY NOTICE: YES NESSAGE IS INTENDED ONLY FOR THE USE OF THE DISCHARDATION TO YES CHILD A DORESSED, AND KAY COMMUNICOMATION WHICH IS PROVIDED ONLY FOR THE USE OF THE DISCHARDATION. AND EXAMPT FROM CIBOLOGURE UNDER APPLICABLELAN. IF THE READER OF THIS WASSAGE IS NOT THE INTERNOED RECAPILITY OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERNIS THE WESSAGE TO THE INTERPED RECORDAT, YOU ARE NOTIFIED THAT ANY EXSEMPLATION, DISTRIBUTION OR COPYING OF THIS LYSEAGE IS STRUCTLY PROHERTED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE (YOU MAY CALL COLLECT), AND RETURN THE ORGINAL MESSAGE TO THE SENDER BY U.S. POSTAL STANCE. YOU WILL BE REJURINSED FOR THE POSTAGE. THANK YOU



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)

Vo. 0623 NO. 432

APR. 21. 2009 1:16PM

MESZAROS MOTOR SPORTS

04/21/2009 at 01:52 PM 18804

Job Number: 114

MESZAROS MOTOR SPORTS INC. Yederal ID #:760321478

WEST HOUSTON SUBARU AND VOLKSWAGEN BODY SHOP

1110 Upland Houston, TX 77043

(713)973-1788 Fax: (713)978-0790

PRELIMINARY ESTIMATE

Written By: Supervisor Adjuster;

Insured: WESTHOUSTON VW Owner:

WESTHOUSTON VW

addreps: Dayı

Deductible. Date of Loss: Type of Loss: Point of Impact:

dlaim

Policy #

Inspect Location:

Evening:

Insurance Company:

Days to Repair

2008 VW HOS LUXURY 4-2, OL-T 2D CNVT Int:

VIX: WVWFA71F5& Lic: Air Conditioning Cruise Control Keyless Entry Message Center Dual Mirrors Traction Control Signal Integrated Mirrors Three Stage Paint Power Brakes Power Driver Stat Heated Mirrors

Stereo Auxiliary Audio Connectio Satellite Redio Driver Air Bag

Front Side Impact Air Sag & Wheel Disc Brakes Leather Seats

Automatic Transmission

Prod Date: Rear Defogger Telescopic Wheel Theft peterrent/Alarm Body #ide Moldings Consola/Storage Stability Control Power Windows

Power Passenger Seat AM Radio Searon/Seek

Passenger Air Baq

Bucket Seats Overdrive

Odometer:

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 Meated Seats

Aluminum/Alloy Wheels

							-
NΦ,	OF.	Description	1	EXT. PRIC		PAINT	
1	****	TRUNK LID					_
2	Repl	Lock	<u>h</u> .	64.25	Incl.		
3	$\mathtt{Rep} \lambda$	Look cover	ji.	16,45	Incl.		
4#		CAR COVER	3.	8.00			
5井		FLEX ADDITIVE	払	12.00			
Ç	Rep1	Trunk lid from 11/06	<u>h</u> .	929,84	2.6	2.8	
7	_	Add for Three Stage	}			2,0	

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

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

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.		description				NOBAL	
8		Add for Underside (Complete)			**************************************	M	1,2
Þ		Nameplate "EOS"	3	24	32	6.2	
10	Repl	Nameplate "2.0T"	3	1,6	95	0.2	
11	-	REAR DUMPER	ſ		•		
12		O/H bumper assy	- 1			2.2	
13	kep1	Bumper cover w/park sensor	耳	625	12	Incl.	2.4
1.4		Add for Three Stage	- (1.7
15		Add for distance ctrl	ſ			0.4	
16	Ropl	support	7	33,	. 40	Indl.,	
17		REAR BODY & FLOOR	ł				
18*	Rpr	Rear body panel	Ì			<u>8 . 0</u>	1.6
19		Quarter Panel	}				
20	Elnd	RT Quarter panel	}				1.7
21	Blnd	LT Quarter panel	ļ				1.7
22		REAR LAMPS	(
23	R&I	RT Tail lamp assy				Incl.	
24	R&I	LT Tail lamp assy	1			Incl.	
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26#		E.P.C.	1	12.			
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		Parts					1730
		Body Labor	13	6 hrs	សេត់ គំ	42.00/hr	エノロリ
		Paint Labor	15	.1 hre	e do d	42.00/hr	634
		Paint Supplies				28.00/br	
		Body Supplies				2,50/12	
		Other Charges	.[-			- () +/+-	1.2
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		Subtotal	1				339\$
		Sales Tex	}	\$ 2180		8.2500%	
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Vo. 0623 P. 6 No. 432 P. 4

APR. 21. 2009 1:16PM

MESZAROS MOTOR SPORTS

04/21/2009 at 01:52 PM 18804 Job Number: 114

Preliminary estimate

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

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless osbergine hoted 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. Ord parts and svallable at OR/vehicle dealerships. OFT OFM (Optional OFM) or ALT OFM (Alternative OFM) parts are OEM parts that may be provided by or through alternate sources other than the OPM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing on discount. OFT OEM or ALT OEM parts may include "Blemished" parts provided by OBM's through OBM 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 Record. Record parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Class Specifications. Labor operandon times listed on the line with the MAGN information are MOYOR suggested labor operation times. | NAGS labor operation times are not included. Found sign (#) items indicate menual 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 parcs data from the previous year may be used. The Pathways astimator has a domplate list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A produce of CCC Information Services Inc.

PAGER OF 2

АССОЦИМИНО СОРУ

WEST HOUSTON

VOLKSWAGEN 17113 Kety Freeway Houston, Texas 77094

(281) 675-8600 (281) 675-8663 (281) 675-8864 Fax (281) 675-8257 www.westhoustonviv.com

Reports and Reports Stanford Stigs of Miles

		•		CELL:	
STORY TO CALCO	(ADVISOR)	TAGN	<u>.</u>	UNVOICE DATE	INVENCE NO.
28459	JOE SERAWAN	4121	3697	04/17/09	VWC588936
	96.00		9,451	CANDY WHITE	208032 GENVERY MALES
KATY, TX	08/VOLKSWAGEN/EOS/C	ONV		02/25/08	
MATTER TA	W V W F A 7 1 F 5			425047	01/11/08
steve.harvey@mustangeng.com	RT. G.HO.	RO		04/13/09	
	COLUENTS		*	<u> </u>	MO: 9455
19TAL5.	*************	******	222-24822	Ahy Wankhijas on the pr	
* [] VISA [] HASTERCARD [] DISCOVER * [] AMER XPRESS [] OTHER [] CHARGE	### TOTAL P ####################################	±	0.00 0.00 0.00 0.00 0.00 0.00	Any wanthy as on the pithose of the manufacture expressly disclains all with or implied, including to morchanishing or implied, including the morchanishing or impression to assume for it is with the sale of said production.	redycts acid hataby fra rer. The Soller, hereby prantise, either express ny implied warranty of for a particular puripase, ny transferiase any other any transferial convection
					•

[END OF INVOICE] 03:60pm

PAGE 1 OF 2

ACCOUNTING COPY



WEST HOUSTON VOLKSWAGEN

VWC\$88936

17113 Katy Freeway Houston, Texas 77094

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

CELL: MATERIA DATE TAN ST IN WASHING 28459 JOE SERAWAN 4121 VWC588936 3697 04/17/09 96.00 208032 CANDY WHITE 02/25/08 85 UNIX DEALER NO DELLARY PUTER 08/VOLKSWAGEN/EOS/CONV 01/11/08 W V W F A 7 1 F 5 8 V 425047 steve.harvey@musta<u>ndena.com</u> 04/13/09 CONSIDER MO: 9455 JDB# 1 CHARGES.... Any warrantes on the products sold hereby are those of the manufacturer. The Saller, hereby LABOR..... J# 1 61VWZ expressly discreting all warranties, elihor express BODY ELECTRICAL TECH(\$):4176 HARRANTY CUSTOMER STATES THE VEHICLE HAS A DELAY FROM STOP IN DRIVE OF REVERSE, THEN SLAMS INTO GEAR REPLACED THE VALVE BODY PER OTH AFTER REPAIR SEY BASIG SETTING FOR MODULE AND ROADTEST or implied, including any implied warrenty of matcheniability or limass for a particular purposes. and notifier assumes not midficities any page person to sesume for it any liability in connection with the sain of said products. PARTS.....QTY...FF.KNHRER.......DESCRIPTION.....LIST PRICE-UNIT PRICE 1 02E-32S-025-AD-ZOE NECHATRON. 6 G-052-102-A2 GEAR OIL 1 02E-321-371-E GASKET 10 N-10S-540-02 SCREW WARRANTY WARRANTY YARRANTY WARRANTY JOR# 1 TOTALS------JOB# I JOURNAL PREFIX VACS JOB# 1 TOTAL 0.00 JOS# 2 CHARGES PT 27 POINT (NSPECTION TECH) PERFORM FREE 27 POINT INSPECTION ALL REPAIRS HAVE 12 MONTHS 12,000 MILE WARRANTY PERFORMED 27 POINT INSPECTION CUSTOMER DECLINED ALL ESTIMATES HAVE FOR OR DAVE TECH(S):4176 2 COVWZ27PT HARRANTY ALL ESTINATES VALID FOR 30 DAYS JOB# 2 JOURNAL PREFIX VIRS JOB# 2 TOTAL JOB# 3 CHARGES 0.00 LABCR-----J# 3 70VHZ03 WARRANTY RENTAL YECH(S):4376 LOANER HARRAWY 0.00 0.00 JOB# 3 JOURNAL PREFIX YUCS JOB# 3 TOTAL ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS DROVE IN

(CONTINUED ON NEXT PAGE) 03:60pm

Deposite and Republic REASONS OF INCIDENCE

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





• Com	men	ts:		· · · · · · · · · · · · · · · · · · ·	
□ Urge	ent	☐ For Review	□ Please Comment	☐ Please Reply	☐ Please Recycle
Re:			CCi		
Phone	1		Dates	4/22/2009	
Faxi	248	-754-6504	Pages:	3	
To:	KAT	HY FOX	From:	LAURA KYDD	

All Customer Contacts for: Mr.

Call To Spouse - Ms.

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.

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.

Assigned To Southern - CCC

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

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.

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,

All Customer Contacts for: Mr.

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

Call From Spouse - Ms.

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.

VDF/Claim Information for: WVWFA71F58V

Vehicle Information

Model Year	2008	Status	Active	Shipping Num	290
Make/Model/Sub	VLK / EOS / Eos 2.0L	Eng Family		Invoice Num	05167
Sales Model	1F79V3	Prod Date	01/11/2008	Invoice Date	
Factory Model	1F77V3	lgn Key		Order POE	UH
Exterior Color	CANDY WHITE	A/C Installed		Deliver POE	UH

Source US Delivery from Europe

Interior Color UNKOWN Engine# BPY 214128
In Service Date 02/25/2008 Expires Miles
Demo Ext Num Base Warranty 02/2012 50

 Addl Wrnty Num
 Demo Warranty
 0

 # Claims
 3 \$839.00
 Addl Warranty
 0

Addl Wrnty Typ Not Applicable

Ordered By 425016 Hewlett Volkswagen Billed To 425016 Hewlett Volkswagen

Sales Options PIT

Factory Options PIT,WHI

Purchase History

	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	Туре	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 Volkswage	87597AC	W2	3730	Transmission ECM	2009/03/04	\$89.00	8,000	Miles	200911	98
425047	West Houston Volkswage	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

Tille

Volkswagen Customer CARE

Department Phone

248-754-3558 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 WWOA-Customer Care Volkswagen of America, Inc. 3800 Hamiln Road Auburn Hills, MI 48328 Tel. +1 248 754 5000 WWW.VW.com



Fax

Bob Cameron PL/EC

Mindy Prentice From

Volkswagen Customer CARE Department

248-754-3558

Phone

248-754-6504 Melinda.premice@vw.com

Fax E-mail

2 Total Pages

4/17/09 Date

Memo

Мr.

Subject: VW Vehicle Incident Report

VIN: WWFA71F58

Reference Number: 090095128

Home;

Customer CARE

3499 West Hamlin Road Rochester Hitls, MI 48309

Volkswagen of America, Inc.

Phone +800-822-8987

anytime

Katy , TX April 17, 2009 USA

Business:

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

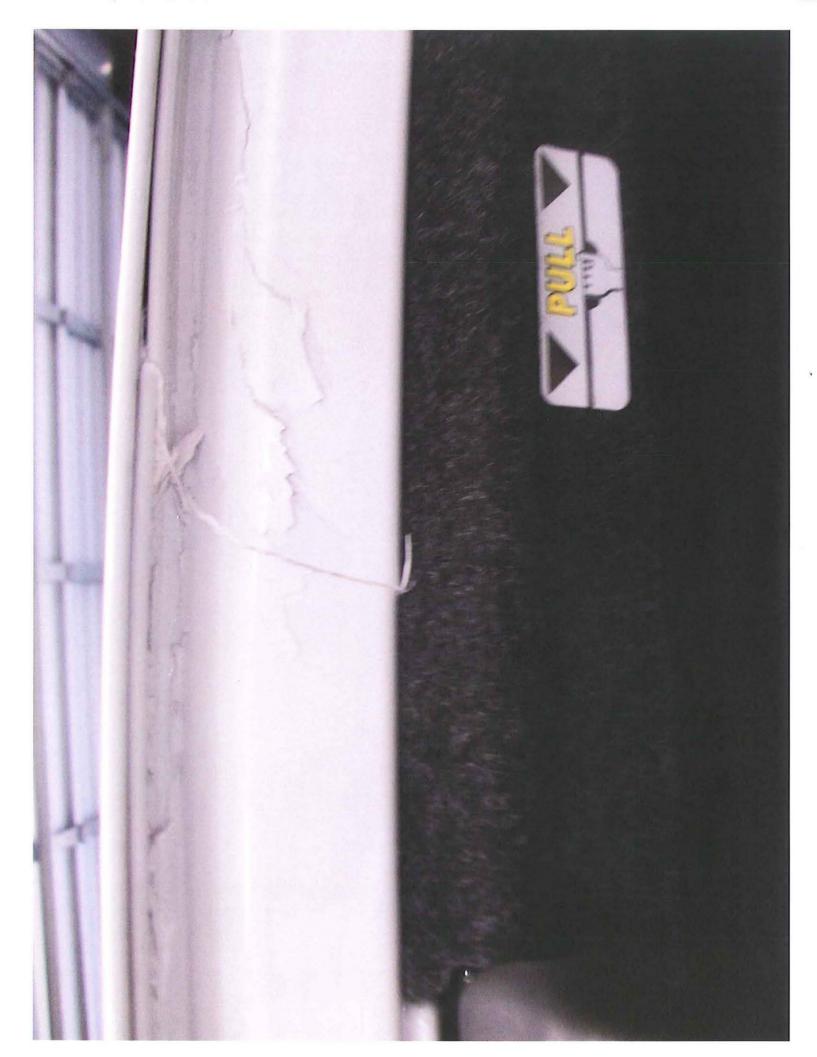
was not putting premium gas in it; now the vehicle had a hesitation concern and they backed into a basketball pole; the field and Service Manager drove it with the customer; they are going to do the repairs to the valve body but they will not cover the body damage per the FOM; the customer is in rental 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.

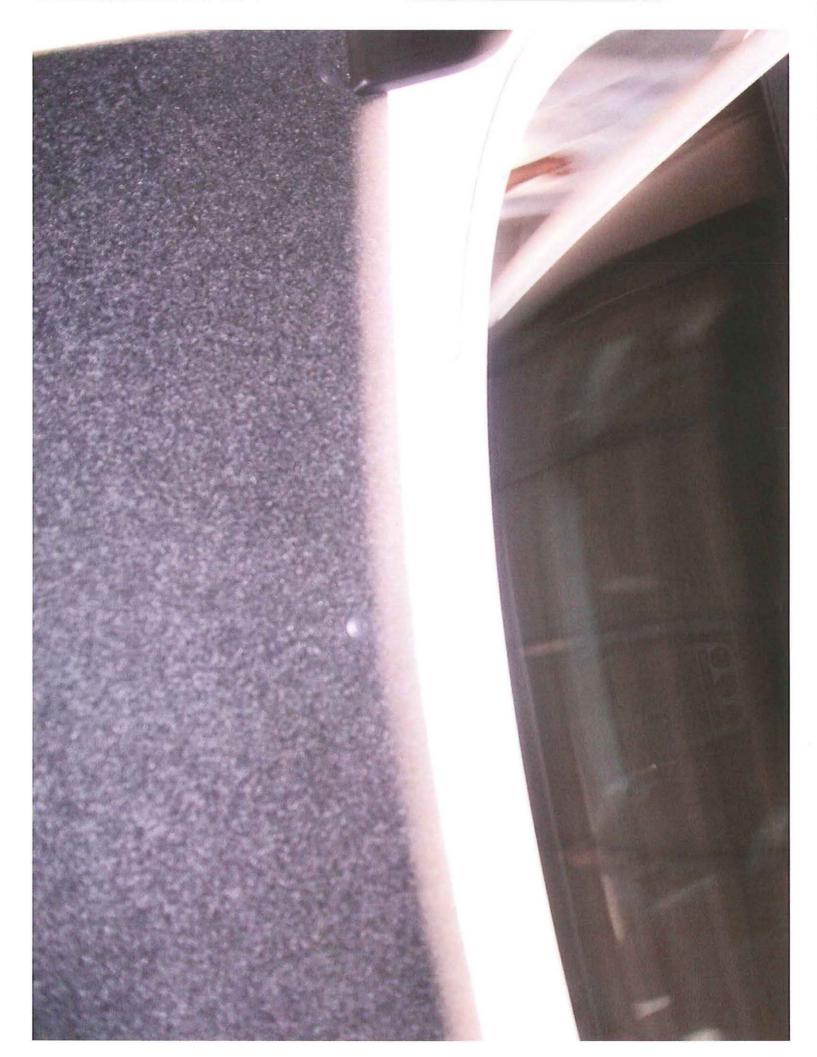
Enclosure: (copy of complete file)

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)











Case 090154696

Customer: Ms.

Program: Customer Relations **Status:** 07/20/2009 Closed

Source: Phone

Assigned: Greg Peters (PETERSG)

Vehicle: 2008 Volkswagen Eos

WVWBA71F18V

Production Date: 1/16/2008 Odometer: 12,200 Miles Wty Start Date: 04/30/2008

Dealer: Jack Daniels Motors, Inc. (408252)

Reasons

CATEGORY / TYPE / REASON PART DESCRIPTION ASST REQUEST RESOLUTION

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. (4082

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. (4)

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.

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.

(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 lenghtly 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 -

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 pleas 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 -

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.

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 -

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 stets 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:	DOUG MCDANIEL	L	_			
File Name:				Date:	08/25/09	
File #:	99154696 U/A					
VIN:	WVWBA71F18V					
Initial Request:	Х		Subsequent	Request:		
Vehicle Repurcha	ase:	Yes		No	Х	
Vehicle Returned	: (for resale)	Yes		No	X	
Salvage:		Yes		No	Х	
Please issue a ch	neck for the above lis	sted veh	nicle in the amoun	t of:	\$2,712.88	
Payable to:			4			
Name:	JACK DANIELS MO	OTORS	, INC.			
Street:	16-01 MCBRIDE A	VE				
City / State:	FAIRLAWN, NJ 07	410				
Technical Comm	ents / Comments:					
	DEALER REIMBUI	RSEME	NT FOR BODY R	EPAIRS DL	JE TO FAULTY	
	MECHATRONICS					
						!
						
Photographs Pro	vided:	N	_]			
Inpection Report	Provided:	N			<u>/</u> ".	
Authorized Sig	anature:	10 116	das Mei	Yuu	Date:	08/25/09
	/_	Y	Jen J.	7,22		
Please submit of	check to:	ĺ				

McDaniell, Doug

From:

Peters, Greg

Sent:

Monday, August 24, 2009 2:43 PM

To:

McDaniell, Doug

Cc:

Lewis, Chris

Subject:

RE: Customer =

VIN = WVWBA71F18V Case = 90154696

Attachments:

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>

http:www.vw.com

From: Lewis, Chris

Sent: Monday, July 20, 2009 8:44 AM

To: Peters, Grea

Subject: RE: Customer =

..VIN = WVWBA71F18V(... 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

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 = ...VIN = WVWBA71F18V....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>

http:www.vw.com

No. 2468 P. 1

93763

33983

ACCOUNTING

JACK DANIELS MOTORS INC.

> SERVICE & PARTS CENTER 16-01 McBride Avenue

Fajriawn, NJ 07410 Porsche: (201) 398-1210 - Audi: (201) 398-1212

DUPLICATE 1 Volkswagen: (201) 398-1220 PAGE 1 NORTH HALEDON, NJ Parts: (201) 398-1209 HOME: SERVICE ADVISOR: 110 MICHELLE MCNAIR

MILLAGE COLOR WEAR MAKE/MODEL 14318/14319 T7205 PAYMENT NV DATE WVWBA71F18V VOLKSWAGEN N PROD DATE WARR EXC. PROMISED PO NO. CASH 24AUG09 28APROS IS 17:30 28JUL09 STK:859V08 ENG:2.0 Liter F.I. Turbo R.O. OPENED READY OPTIONS: TRN: AUTO 08:04 28JUL09 11:14 24AUG09 LIST LATOT LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP A CUST STATES VEHICLE FRONT AND DAMAGED BY LURCHING VW TO PAY FOR BODY SHOP REPAIR D DESCRIPTION 0.00 0.00 99 CV 0.00 0.00 0 0 B SEND VEHICLE TO NASH ATTO BODY, MEED THEIR PHOTOS FOR WARRANTY COVERAGE D REPAIR ERONT END DAMAGE CONSEQUENTIAL BROM MECHATRONICS DEFECT 99 CV 0.00 0.00 0 0.00 0.00 2.00 2.00 1K0-010-328-J STICKER 100 200 ٥ 2.00 1 1<u>0</u>0-807-049-A PIECE 19.80 19.80 19.80 Ö. 990 19801 100-807-050-A PIECE 990 1980 D 19.80 19.80 19.80 L 100-853-651-N-WAD 12000 20000 200.00 200.00 200.00 GRILLE n 395.00 1 100-828-031-J HOOD 23700 39500 100-823-480 HOOK 1950 3900 Ò 39.00 39.00 39.00 I 100-805-588-A-9E9 15600 260.00 260.00 CARRIER 26000 Ó 260.00 1.2<u>0</u>0-807-889 DIECE 19.80 990 1980 19:80 19.80 SUBL NASH AUTO BODY REPAIR C CUST REQ AUDI LOANER AS PER PEDRO MARTIN DAR DONE AS PER REQUEST 0.00 0.00 99 0.00 0 0.00 D CUST STATS TEMS D CHECKED AND SET TIRE PRESSURES 10 CV 0.18 0.00 0 14319 CHECK & ADJUST TIRE PRESSURES E PERFORM COMPLIMENTARY MUETT POINT INSPECTION INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT FAX 70. 248-754-6504 Case 90154696 MISC. CHARGES TOTAL CHARGES LESS DISCOUNT SALES TAX PLEASE PAY THIS AMOUNT

93763

33983

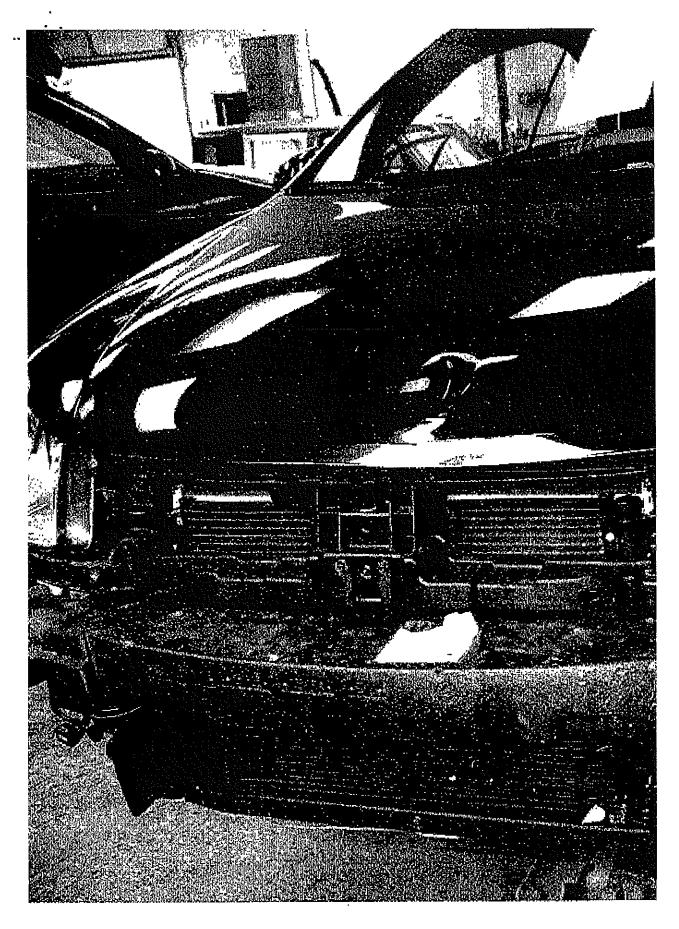
JACK DANIELS MOTORS INC.

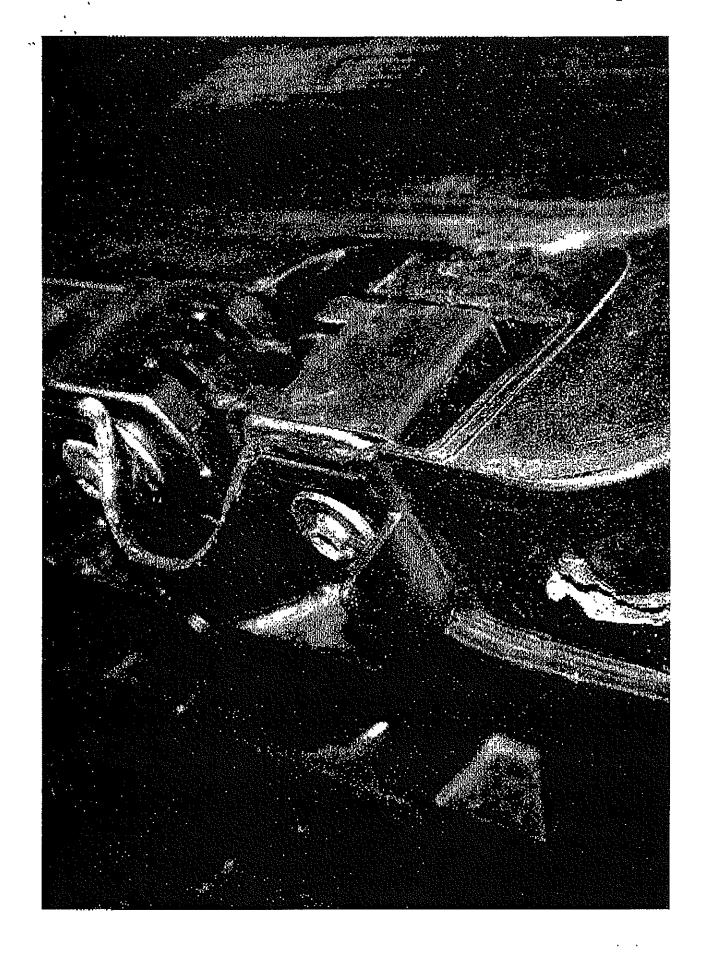
ACCOUNTING

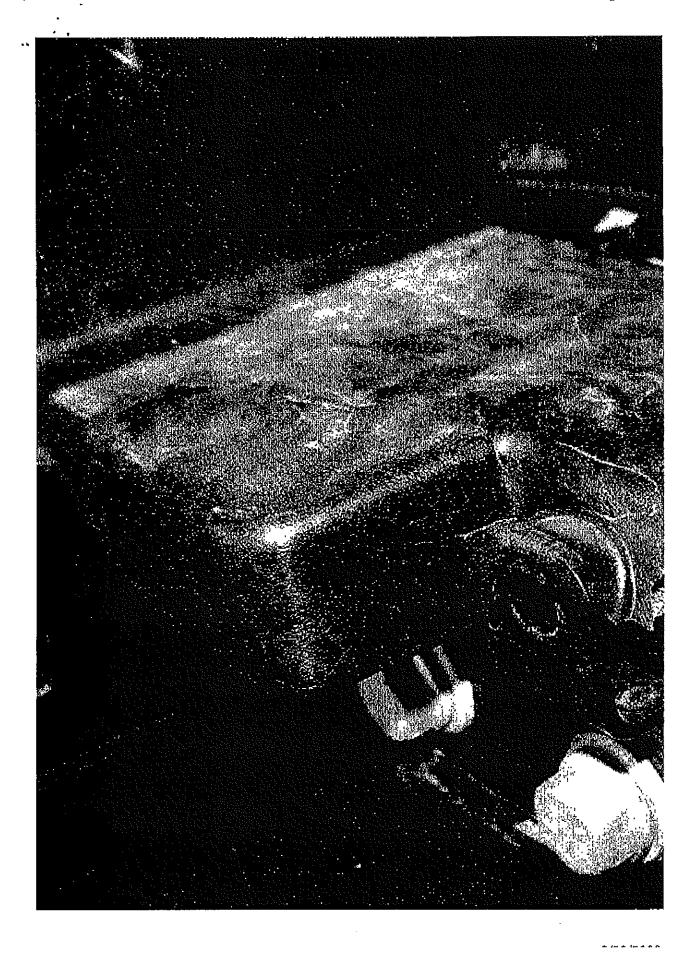
DEPT-TCATE 1

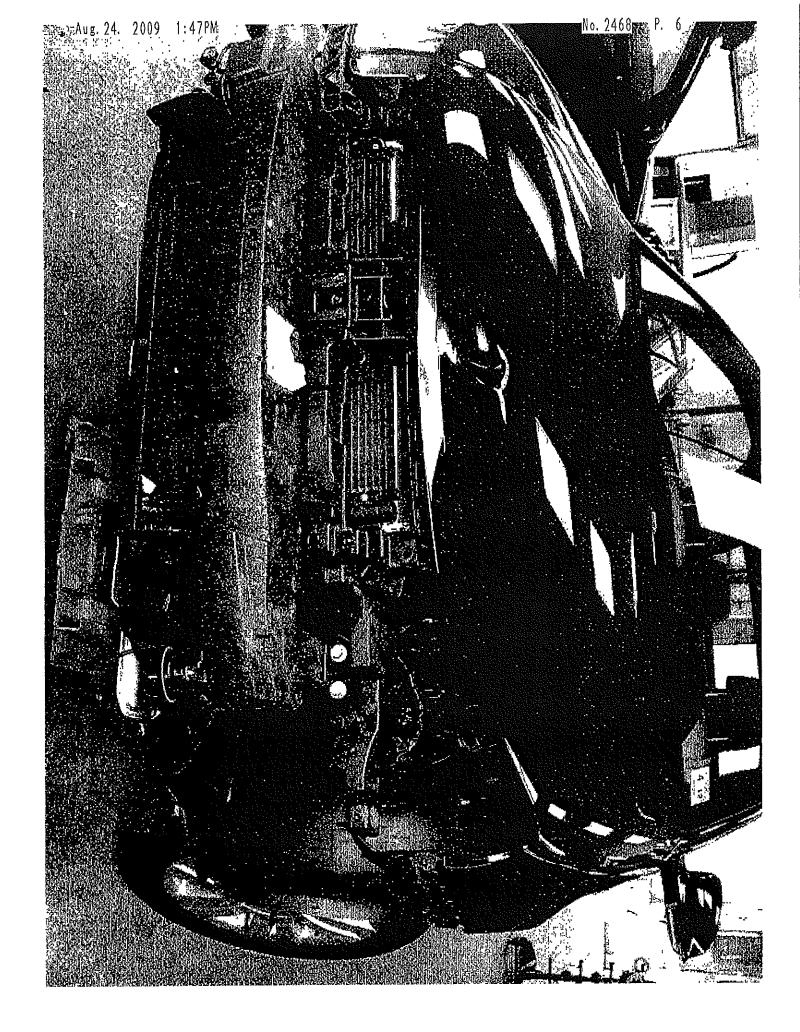
SERVICE & PARTS CENTER
16-01 McBride Avenue
Felriawn, NJ 07410
Porsche: (201) 398-1210 · Audi: (201) 398-1212

Parts: (201) 398-1209	205
BLUE 08 VOLKSWAGEN N WVWBA71F18V 14318/14319 T7	205
	205
	ALANA MARANI
28APR08 IS 17:30 28JUL09 CASH 24AUG09_	
28AFRO8 IS 17:30 2800009 CASH 24A0002 CASH 2	
TRN:AUTO	
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BST 20.00 28.00.09 08:05 SA 110	
DATE START FINISH DURATION TYPE TECH LINE(S) CHG	*********
08-14-09 - 08:35	
09:52 10:03 0.18 W 10 D	
ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
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COST, SALE, & COMP TOTALS 232068 271288 0	
COST, SALE, & COMP TOTALS 232068 271288 0	
LAGON THUUMA ROBAL	
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 27.12.88	









ACK CLANIELS MOTORS, INC.





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

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

Fax

DATE:	0////	<u> </u>
	, ,	
TO :	BREG	<u> </u>
FROM:	1EDRO	MARTIN

Re :

PAGE / of _5

07/14/2009 at 05:43 PM 55490

Job Number:

NASH PARK AUTO BODY INC.

License #:00187A Federal TD #: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:

Daductible:

Date of Loss:

Evening:

Point of Impact:

Inspect Location:

Insurance Company:

Days to Repair

2008 VW EQS 4-2.0L-T 2D C	NVT Int:	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 Integrate	d 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 Impac	t 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
6 Rep.	FRONT BUMPER & GRILLE R&I bumper cover Bumper cover Add for Clear Coat Upper grille Emblem FRONT LAMPS LT Headlamp assy HOOD	1	194 38	. 87 . 92	1.4 1.5 0.4 Incl.	2.6 1.0

07/14/2009 at 05:43 PM 55490

Job Number:

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

ΝΟ.		DESCRIPTION				LABOR I	
10		Hood to VIN 1F8035000					
11		Add for Clear Coat					1.0
12		Add for Underside (Complete)					1.3
13		Add for Clear Coat Safety catch	•				0.3
14	LqeX	Safety catch	1	33	- 40	Incl.	
15		Pender					
16	Blnd	RX Fender					1.0
17	Blnd	LT Fender					1.0
10		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	7 12 4 15 6			1.0	
	,	Subtotals ==>		743	.47	5.7	11.8
	Parts					743.	
	Body Labor	5	.7 hr	s @ \$	52.00/hr		
	Paint Labor						
	Paint	11	.8 hr	g @ \$	28.00/hr	330.	
	Body Supplies				2.00/hr		
		SUBTOTAL					1990.
		Sales Tax		\$ 199	0.67 @	7.0000%	
				~_~_			

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 FRIOR 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 vahicla dealerships. OFT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OFT 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 habor 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 Record. Record 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 loçal dealership.

CCC Pathways - A product of CCC Information Services Inc.

All Customer Contacts for: Ms.

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

Call To Owner - Ms.

(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.

Return To Owner -

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 pleas 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.

Return To Owner -

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.

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.

Call From Owner -

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 stets 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 -

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.

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

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.

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 -

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 repalced 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 -

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.

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

Customer: 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.

VDF/Claim Information for: WVWBA71F18V

Vehicle Information

Model Year Make/Model/Sub Sales Model	2008 VLK / EOS / 1F77V3	⁷ Eos 2.0L	Status Eng Family Prod Date	Active	Shipping Num Invoice Num	139 05170
Factory Model Exterior Color	1F77V3 UNKOWN		Ign Key A/C Installed	01/16/2008	Invoice Date Order POE Deliver POE	UV UV
Interior Color	UNKNOWN		Source Engine#	US Delivery from BPY 215441		OV
In Service Date Demo Ext Num	04/30/2008		Base Warranty	Expires 04/2012	Miles 50	
Addl Wrnty Num # Claims 2	\$1,686.00		Demo Warranty Addl Warranty	Net Assituately	0 0	
Ordered By Billed To Sales Options	408284 408284 4A3,PIT	East Coast Volksw East Coast Volksw	-	Not Applicable		

Purchase History

	Dealer Name	Delivery Date	Kind of Sale	Customer
408252	Jack Daniels Motors, Inc.		New	Susan DeLuca

Repair/Campaign History

Factory Options 4A3,PIT

Dealer ID	Dealer Name	Claim	Туре	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
408252	Jack Daniels Motors, Inc.	30453AC		3511	Mechatronic	2009/06/04	\$1,624.00	12,000	Miles	200924	98
408252	Jack Daniels Motors, Inc.	28176AC			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 fox number) Fax (enter RC e-moil address) E-mail

Date

page(s), including cover Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WVWBA71F58V

Reference Number: 090203190

Home:

Business

Customer CARE 3499 West Hamlin Road Rochester Hills, MI 48309 Phone +800-822-6987

Volkswagen of America, Inc.

North Wales, PA August 19, 2009 USA

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 deductable 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 (fox: 201-894-5498) Bob Cameron - w/enclosure (fax; 201-894-5498) Manny Lecroz - w/ enclosure (fax: 201-894-5498)

P.01/04

FROM:

SUBJ: CASE# 90203190

DATE: AUGUST 19, 2009

8/11/2009 02:22 PM Date: Estimate ID: 38-L744-90301

Estimate Version: 0 Correction: 1

Preliminary Profile ID: CUSTOMIZED

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

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

(868) 713-4694

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

> Insured: Owner: Address:

Telephone: Work Phone:

Mitchell Service: 910784

Description: 2008 Volkswagen Eos Komfort

Body Style: 2D Conv VIN: WVWBA71F68V

Mileage: 12,488

OEM/ALT: O Options: AUTOMATIC TRANSMISSION Vehicle Production Date: 14/07

Drive Train: 2.0L Turbo inj 4 Cyl 6A FWD

License:

Search Code: B154774

Line	Entry	Labor	5	Line Item	Part Type/ Part Number	Dollar Amount	Labor Units
item	Number	-24	Operation	Description	Fait Hallings	<u> </u>	2.4 #
1	001605	BDY	OVERHAUL	FRT BUMPER ASSY			-
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		_	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	1.8*
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 & VACCUM 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 OF	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	BOY*	ADD'L LABOR OF	DENIB AND POLISH	Existing		0.4*
18	002081	BDY	REMOVE/INSTALL	R FENDER REAR LINER	Existing		0,1 #
19	00E001	<i>-</i>	5 2 Edition & a control of the 2 5 Little St.	R&R Time Used in R&I Operation	-		

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

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UltraMate Version:

6.7.023

Page 1 of 3

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

					Profile ID:	CUSTOMIZED	
20	AUTO	REF	ADD'L OPR	CLEAR COAT			1.4*
21		REF *	ADD'L LABOR OF	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

ե	Labor Subtotals Body	Units 7.1	Rate 46.00	Add Lab Amo	or :	Sublet mount 0.00	Totals 326.60	1 T	ı.	Part Replacement Summary			Amount 17.00
	Refinish	5.8	46.00	0.	.00	0.00	266.80	T		Sales Tax	@	6.000%	1.02
		Taxable i Lai	Labor oor Tax	@	6.000 %	6 .	593.40 35.60			Total Replacement Parts An	nount		18.02
	Labor Summary	12,9					629.00						
EU.	Additional Costs						Amoun	t f	v.	Adjustments			Amount
	Taxable Cost						142,20			Insurance Deductible			250.00-
		Şaləs Tax		æ	6.000	%	8.53			Customer Responsib	ility		250.00-
	Total Additio	nal Costs					150.73						
									i.	Total Labor:			629.00
									li.	Total Replacement Par			18.02 150.73
								,	II.	Total Additional Costs: Gross Total:			797.75
								ŗ	٧.	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-L744-90301

Mitchell Data Version: JUN_09_V

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Page 2 of 3

AUG-19-2009 12:57 FROM CLEC IMPLE & SS7 PROD MGT TO 12487546504

P.04/04

Date: 8/11/2009 02:22 PM

Estimate ID: | Estimate Version: 0 Correction: 1 Preliminary

Profile ID: CUSTOMIZED

Body Shop: LIP 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

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UltraMate Version:

6.7.023

Page 3 of 3

All Customer Contacts for: Mr.

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.

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.

RC advised that VW will reimburse him for his \$250.00 deductable. 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 deductable. 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 deductable 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.

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

E-Mail From Owner - Mr.

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

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 -

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.

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 deductable 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.

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

Transfer To Level 2 / Exec - Greg
CO transfered to RC. RC to continue.

Return To Owner -

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 -

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.

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.

VDF/Claim Information for: WVWBA71F58V

Vehicle Information

Model Year Make/Model/Sub	2008 VLK / EOS / Eos 2.0L	Status Eng Family	Active	Shipping Num	
Sales Model	1F78V3	Prod Date	11/29/2007	Invoice Num Invoice Date	05135
Factory Model	1F77V3	lgn Key		Order POE	UQ
Exterior Color	INDIA RED	A/C Installed		Deliver POE	UQ

Source US Delivery from Europe

Interior Color UNKOWN Engine# BPY 208758

 In Service Date
 05/24/2008
 Expires
 Miles

 Demo Ext Num
 Base Warranty
 05/2012
 50

 Addl Wrnty Num
 Demo Warranty
 0

 # Claims
 4 \$785.00
 Addl Warranty
 0

Claims 4 \$785.00 Addi Warranty 0
Addi Wrnty Typ Not Applicable

Ordered By 408287 Flemington Volkswagen Billed To 408287 Flemington Volkswagen

Sales Options PIT,PLE

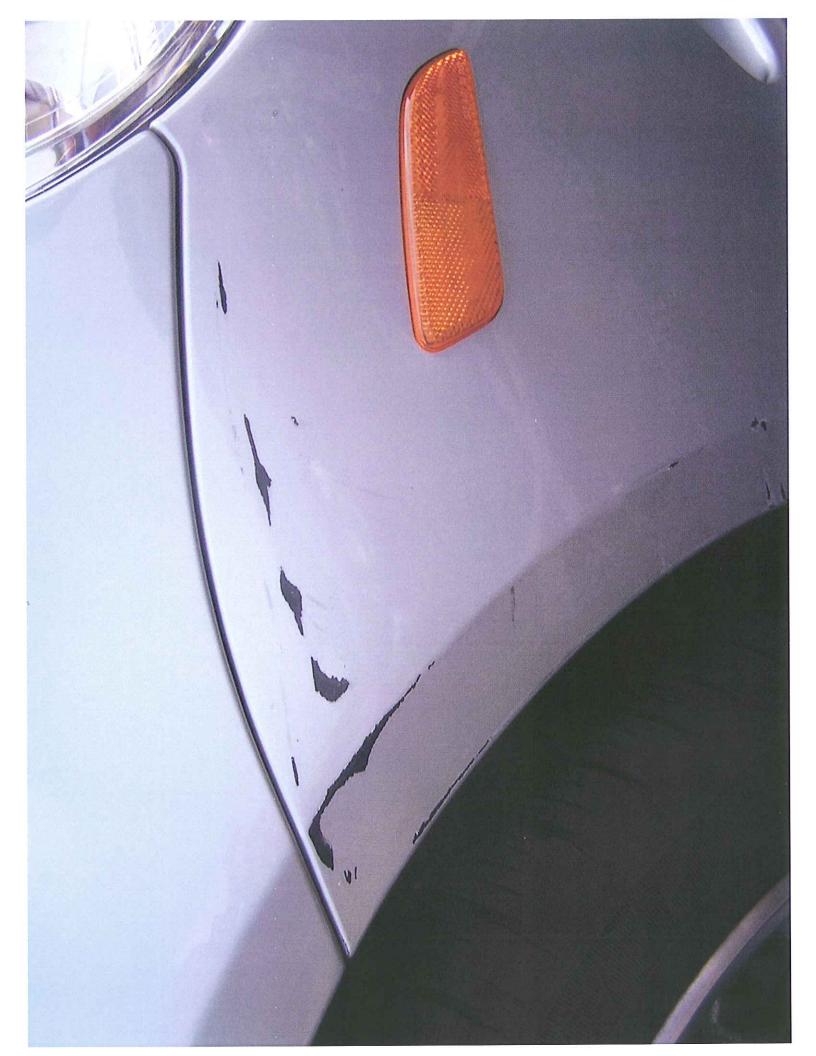
Factory Options PIT, PLE, PSO, WCO

Purchase History

Dealer ID Dealer Name	Delivery Date		Customer
408283 Atlantic Volkswagen		New	Tiffany Skrzat

Repair/Campaign History

Dealer ID	Dealer Name	Claim	Туре	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	9,0001	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	or	Miles	200819	98
408287	Flemington Volkswagen	28201AC	FM	0181	Inventory inspection US	2008/03/03	\$24.00	01	Miles	200814	199





Case 090191724

Customer: Ms.

Program: Recovery

Status: 08/17/2009 Closed

Source: Phone

Assigned: Melinda Prentice (PRENTIM)

Vehicle: 2008 Volkswagen Eos

WVWBA71F88V

 Production Date:
 10/29/2007

 Odometer:
 4,466 Miles

 Wty Start Date:
 06/30/2008

Dealer: West Houston Volkswagen (425047)

Reasons

CATEGORY / TYPE / REASON

Manufacturer / Special Programs / Outbound

PART DESCRIPTION

ASST REQUEST RESOLUTION

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.

Mechatronics

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 Volkswag

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 Volkswager

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 mechantronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to expeirence 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 sahifting irregularities in. Parts are on order. Please file with liason too sionce 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

Phase care without to:



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

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мо: 4476



WEST HOUSTON VOLKSWAGEN

VWWS92487

17113 Katy Freeway Houston, Texas 77094

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

www.westhoustonvw.com

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products sold hereby are cturer. The Seller, hereby warranties, either express any implied warrenty of ss for a particular purpose, nor authorizes any other it any flability in connection roducts.

Reynalds and Reynalds Spainting S51921 Q (03:00)

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WEST HOUSTON VOLKSWAGEN

VWW\$92487

17113 Katy Freeway
Houston, Texas 77094
(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257
www.westhoustonvw.com

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WEST HOUSTON VOLKSWAGEN

VWWS92487

17113 Katy Freeway
Houston, Texas 77094
(281) 675-8600 (281) 675-8663 (281) 675-8664 Fax (281) 675-8257
www.westhoustonvw.com

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





□ Urg	ent	☐ For Review	☐ Please Comment	□ Please Reply	☐ Please Recycle
Re:	BU	MPER REPAIR	GC:		<u> </u>
Phone	!		Date:	8/21/2009	
Fax	201	894-5498	Pages		<u>. </u>
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• Comments: PLEASE REVIEW FOR PAYMENT

West Houston James W. Rushing. Wolkswagen

Wild Katy Freeway's Homega, TX 77099 fringshingspressing association of the company of the compa



FROM THE OFFICE OF JAMES RUSHING

	TO: Mindy Prentice
DATE: 8 11 0 9	FAX NO .: 348.754. 6564
NO. PAGES: L	COMPANY: V W
RE: LOS	ATTENTION: M. D.
•	PHONE NO.:

ITEMS: Here the copy of the
body shop Repair and Repair ord.
If you need Brything Klas hat me know

Thank You And Have A Blessed Day James W. Rushing

Service Manager



WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway

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

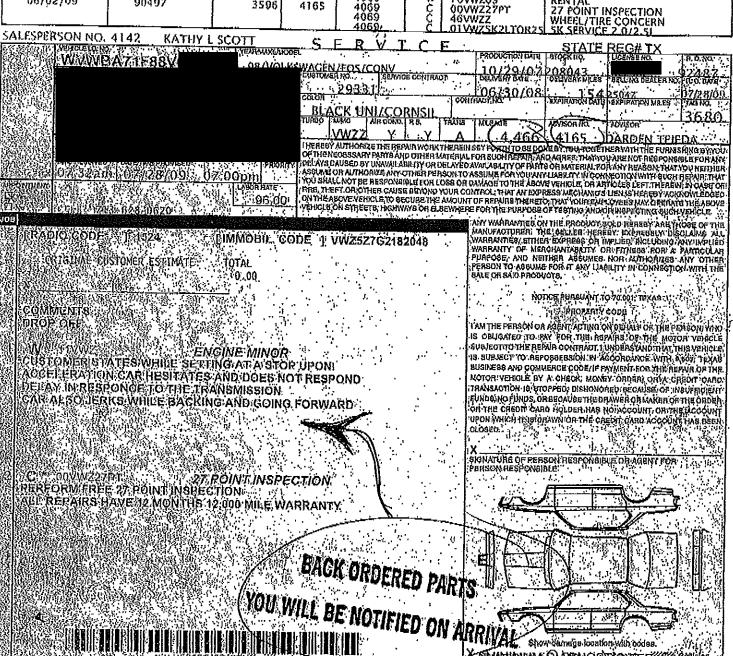
Houston, Texas 77094



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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

BETIMATE OF RECORD

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

Insured: Owner: Address: Day: Evening: Inspect Location: Insurance Company:

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

Days to Repair

2008 VW EOS 4-2.01-T 2D CNVT BLACK Int; VIN: WVWBA71F28V Lic: T 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 Clear Coat Paint Power Brakes Power Mirrors FM Radio CD Player Driver Air Bag Front Side impact Air Bag 4 Wheel Disc Brakes Cloth Seats Overdrive

TX Frod Date:

Tilt Wheel Intermittent Wipers Message Center Console/Storage Stability Control Power Windows Heated Mirrors Stereo Auxiliary Audio Connectio Passenger Air Bag Bucket Seats Aluminum/Alloy Wheels

Odometer:

NO.	OP.	DESCRIPTION	QQ'Y	EXT,	PRICE	LABOR	PAINT
1 2 3 4 5#		REAR BUMPER Bumper cover w/reverse sens Add for Clear Coat Add for reverse sens Flex Additive per Bumper **** Possible Damage to Inner Components ****	1 1 1	525.	. 00	1.8	2.4

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRIC	E LABOR	PAINT
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		************	~ 		. ~		0.00
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Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide BRA9290, GCC Data Date 07/01/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OBM parts are available at OE/Vehicle dealerships. OPT ORM (Optional ORM) or ALT ORM (Alternative ORM) parts are ORM parts that may be provided by or through alternate sources other than the OBM vehicle dealerships. OPT OBM or ALT OBM parts may reflect some specific, special, or unique pricing or discount. OFF OEM or ALT OEM parts may include "Blemished" parts provided by OBM's through OBM 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 Record. Record parts are described as Record. MAGS 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. Farts numbers and prices should be confirmed with the local dealership.

CCC Fathways - 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: ______/08 EOS/WVWBA71F88V(

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

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/WVWBA71F88V

MRS.PRENTICE

These are the picture of mrs was 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

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/WVWBA71F88V

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
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Store 01 SERVC01 PORT 5023 3651

X. R/O NO. 92487 TYPE SERVICE 11. ADVISOR 4165 12. DATE IN 07/28/2009 13. TIME IN 07:32am 14. DATE PR 07/28/2009 15. TIME PR 07:00pm 16. TAG NO. 3680 16. TAG NO. 3680 16. TAG NO. 3680 17. MI I/O 4466/ 17. MI I/O 4466/ 18. PROD DT 10/29/2007 18. PO NO. LICENSE# 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 22. STATUS 18. PO NO. 19. STATUS 19. STATU
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(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: /08 EOS/WVWBA71F88V0

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

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 08 EOS/WVWBA71F88V

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:

/08 EOS/WVWBA71F88V

This customer has damaged vehicle that dealership personnel witnessed transmission sahifting 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**: 08 EOS/WVWBA71F88V

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 TYI			,	SOR 4165
1. CUS		'	,	ME IN 07:32am
		14	. DATE PR	07/28/2009
KATY TX		15. TE	ME PR 07:0	00pm
PHONE(B)			16	5. TAG NO. 3680
] 17. N	11 I/O 4466/	']
2. SERIAL# WVWBA7	1F88V			07 18. PO NO.
·				COMMENTS Y
DESC. VW EOS BLA	ACK UNI C	ORNSILK	BEIGE 08	120. RECOMMEN
			RNL PFX	
3. JOBS (J#) 1 2 3 4 5		22.	1	
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4. LABOR	0.00	0.00	0.00	
5. PARTS		0.00		
6. SUBLET	0.00	0.00	,	
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8. MISC	0.00	0.00	0.00	
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9. TAX 10. EST \$ [0.00] TOTA		0.00 0.00 [W]	0.00	0.00

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



Fax

Bob Cameron PL/EC

Melindo Prentice From

Volkswagen Customer CARE Department

(248) 754-3558 Рһоле

248-754-6504 Fax
Melindo.Prentice@vw.com E-mail

8/6/09 Date

1 Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WWWBA71F88V Reference Number: 090191724

Ms.

Katy, TX August 6, 2009 USA

Home:
Business

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 mechantronic 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)

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



Facsimile Transmission

To:

Chris Lewis

Location: Product Liaison

Fax:

201-894-5498

Melinda Prentice

Name

Southern Regional Consultant

Tille

Volkswagen Customer CARE

Department

248-754-3558

Phone 248-754-6504

hllp://www.vw.com

Fax E-Mail

8/6/09 Date

2

Total Pages

Volkswagen of America, Inc. 3800 Hamiin Road Auburn Hills, MI 48326 Tel. +1 248 754 5000

WWW.YW.COM

Re: Incident Report 90191724

Chris,

Please find attached report. Email pictures to follow.

Thanks, Mindy Prentice VWOA-Customer Care

Lewis, Chris

From:

Prentice, Melinda

Sent:

Thursday, August 06, 2009 12:26 PM

To:

Lewis, Chris

Subject:

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

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

Phone: 248-754-3558 Fax: 248-754-6504

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:

08 EOS/WVWBA71F88V

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: 600 / 08 EOS/WVWBA71F88V

This customer has damaged vehicle that dealership personnel witnessed transmission sahifting 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: 08 EOS/WVWBA71F88V

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.

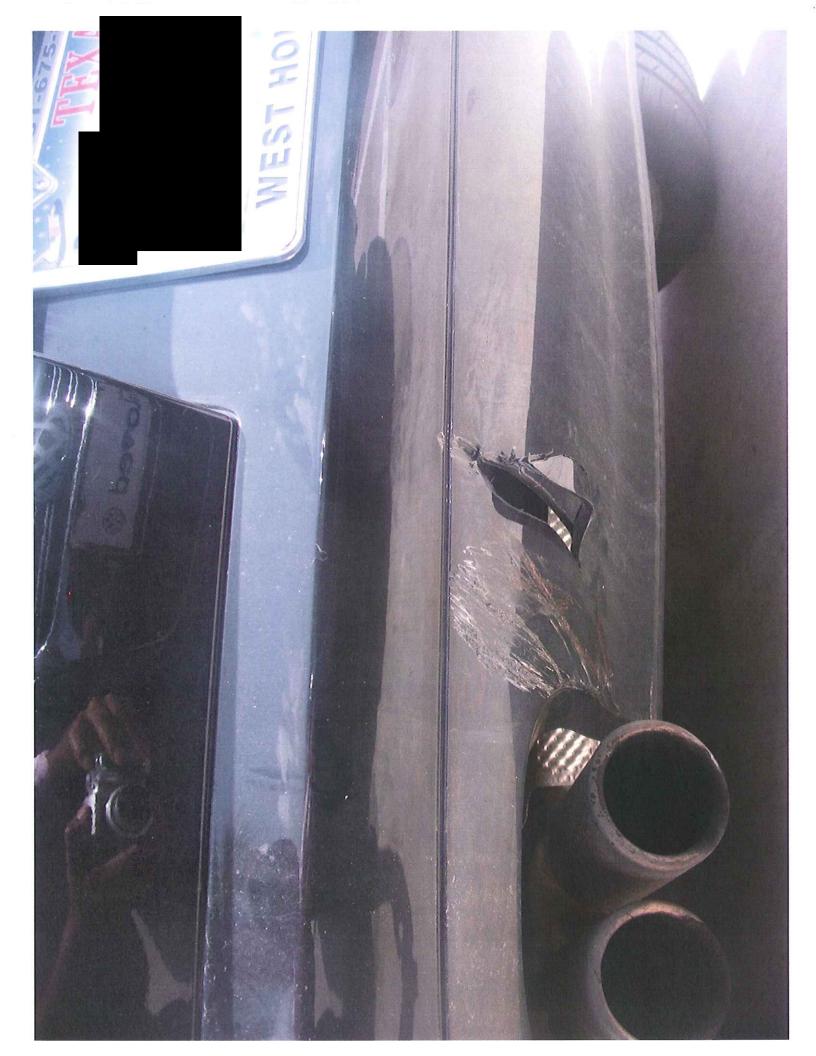
James w rushing

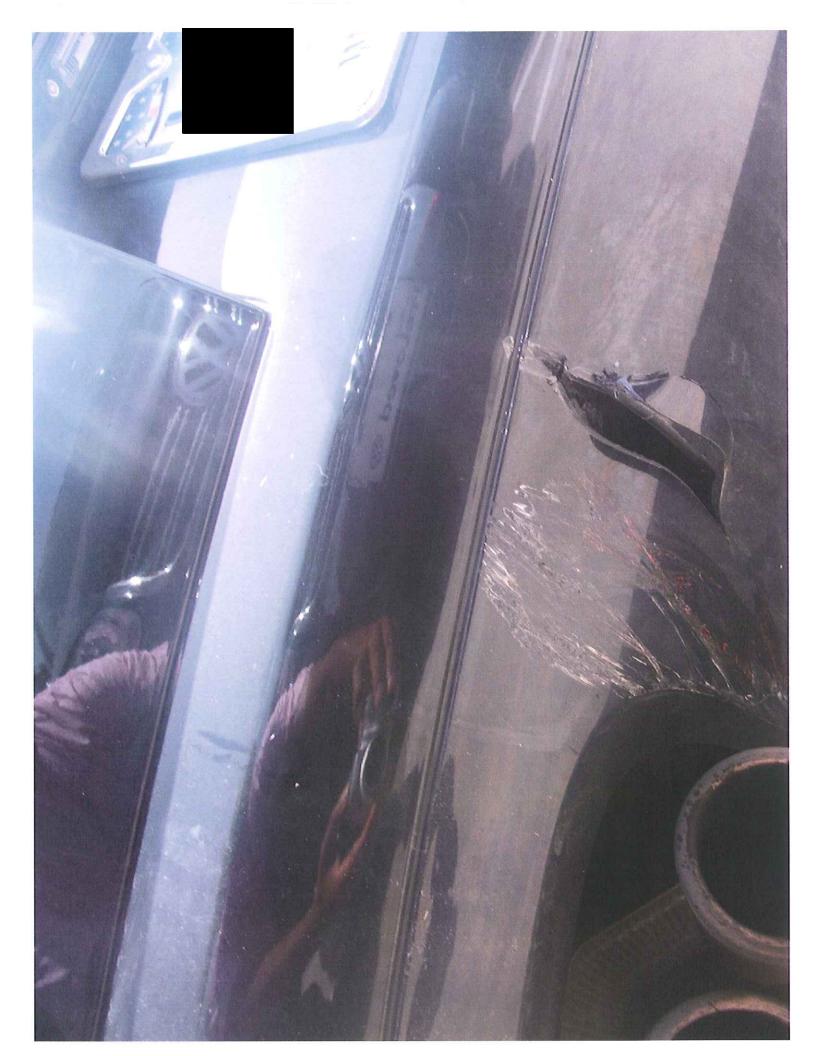
G 3, 2009 R/O CLOSE OUT

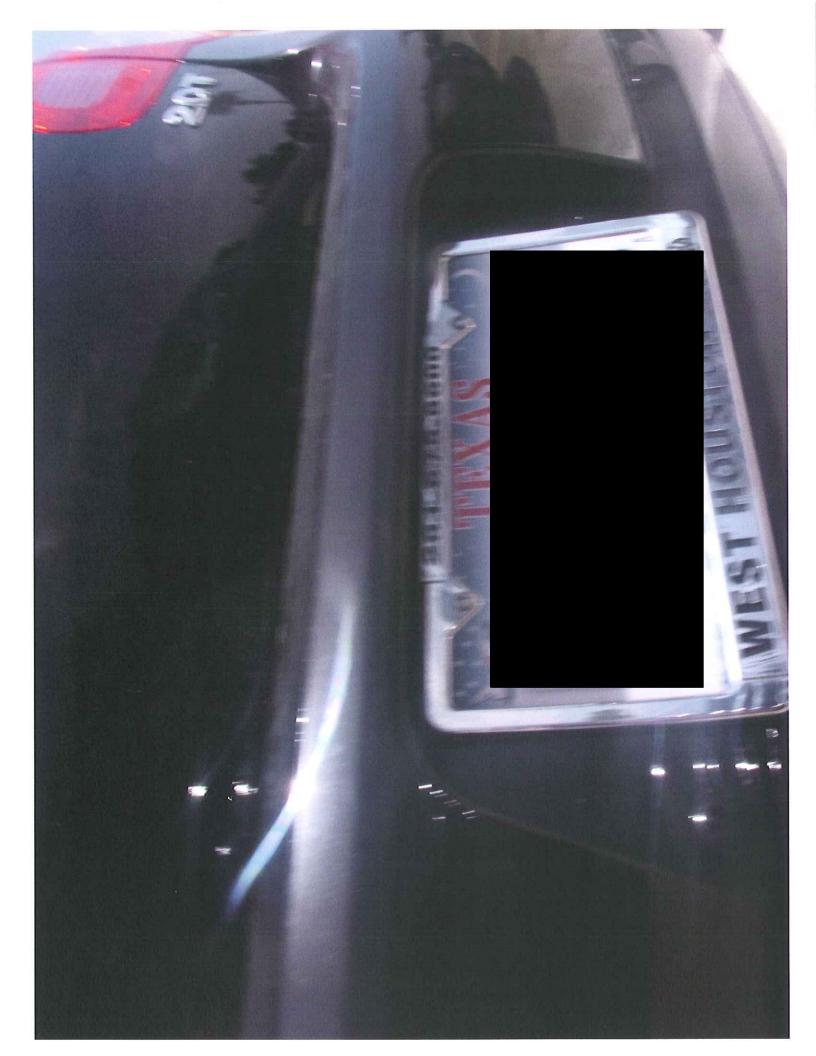
Store 01 SERVC01 PORT 5023 3651

X. R/O NO. 92487 TYPE SERV		11. ADVISOR 4165
1. CU	·	DATE IN 07/28/2009 13. TIME IN 07:32am 4. DATE PR 07/28/2009
KATY TX 77450	•	[ME PR 07:00pm
PHONE(B)		16. TAG NO. 3680
	` '	MI I/O 4466/
2. SERIAL# WVWBA71F88V		
		6/30/2008 19. COMMENTS Y
DESC. VW EOS BLACK UNI		
		RNL PFX PICKUP
3. JOBS (J#) 1 2 3 4 5	22.	1
		l l
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STATUS 4. LABOR 0.00	0.00	 0.00
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4. LABOR	0.00 0.00 0.00 0.00	0.00 0.00 0.00

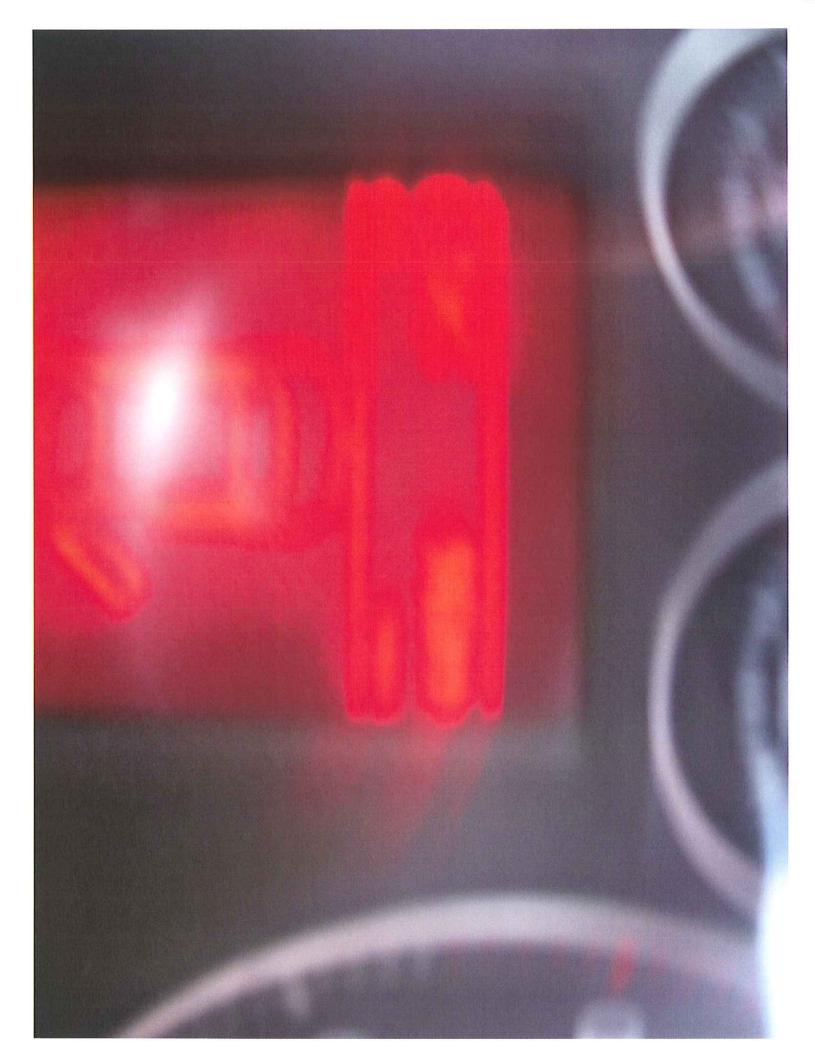
(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=WA











All Customer Contacts for: Ms.

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.

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 mechantronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to expeirence 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 sahifting irregularities in. Parts are on order. Please file with liason too sionce 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

VDF/Claim Information for: WVWBA71F88V

Vehicle Information

Model Year 2008 Status Active Shipping Num 121 Make/Model/Sub VLK / EOS / Eos 2.0L Eng Family **Invoice Num** 05116 Sales Model 1F78V3 **Prod Date** 10/29/2007 **Invoice Date Factory Model** 1F77V3 Ign Key Order POE UH **Exterior Color BLACK EXTERIOR** A/C Installed **Deliver POE** UΗ

Source US Delivery from Europe

Interior Color UNKNOWN Engine# BPY 197220

In Service Date 06/30/2008 Expires Miles Demo Ext Num Base Warranty 06/2012 50

 Addl Wrnty Num
 Demo Warranty
 0

 # Claims
 5
 \$208.00
 Addl Warranty
 0

Addl Wrnty Typ Not Applicable

Ordered By 425038 Momentum Volkswagen

Billed To 425038 Momentum Volkswagen
Sales Options EMM

Factory Options PSO,WCO

Purchase History

Dealer ID Dealer Name	Delivery Date	Kind of Sale	Customer
425047 West Houston Volkswagen			Maria Merten

Repair/Campaign History

Dealer ID	Dealer Name	Claim	Type	Part ld	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
425047	West Houston Volkswage	87782AC	W2	5557	Rear lock mechanism	2009/03/06	\$100.00	3,000	Miles	200911	95
425047	West Houston Volkswage	81542AC	W2	6121	Molding	2008/08/14	\$44.00	1,000/	Miles	200833	396
425047	West Houston Volkswage	79942AC	FM	0181	Inventory inspection US	2008/06/27	\$22.00	10	Miles	200827	97
425047	West Houston Volkswage	78612AC	FM	0181	Inventory inspection US	2008/05/08	\$21.00	0,1	Miles	200820	98
425047	West Houston Volkswage	77782AC	FM	0181	Inventory inspection US	2008/04/08	\$21.00	01	Miles	200815	99

Case 090095128

Customer: Mr.

Program: Customer Relations

Status:

05/27/2009 Closed

Source:

Phone

Assigned: Melinda Prentice (PRENTIM)

Dealer / Service / Dealer Opted Not to Assist

Vehicle Problem / Transmission / Hesitation

Vehicle: 2008 Volkswagen Eos

WVWFA71F58V

Production Date: 1/11/2008

Odometer: 9,000 Miles Wty Start Date: 02/25/2008

Dealer: West Houston Volkswagen (425047)

Reasons

CATEGORY / TYPE / REASON

PART DESCRIPTION

ASST REQUEST RESOLUTION

Not Applicable

Not Applicable

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 -

From:

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 Volkswager

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 I

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.

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.

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 intersted 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.

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 -

-

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 (425

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 (4250

04/21/2009 02:16:57 FOXK1 Return Call From Dealer Service Mgr - James @ West Houston Volkswagen (42

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

04/21/2009 11:12:05 FOXK1 Voice Mail To Spouse - Ms. H

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 (4250)

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.

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,

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

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 |

case #90095128

Attachments:

RE: Customer

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 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

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WEST HOUSTON VOLKSWAGEN

VWC\$88936

17113 Katy Freeway Houston, Texas 77094

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

01011/WC588936

CUSTOMEN NO.	01011VWC588936				ceu .	
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WEST HOUSTON VOLKSWAGEN

VWC\$88936

17113 Katy Freeway Houston, Texas 77094

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

www.westhoustonvw.com

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Heymolds and Reynolds SHANTAVR SE1921 O 103/06)

Volkswagen of America, Inc. Funds Request Memo

Requestor:	Chris Lewis							
File Name:				Date:	05/26/09			
File #:	090095128 - Tr	ansmission						
VIN:	WVWFA71F58	/						
Initial Request:	X		Subsequent	: Request:				
Vehicle Repurcha	ase:	Yes		No				
Vehicle Returned	: (for resale)	Yes		No				
Salvage:		Yes		No		8.1 8.1		
Please issue a cl	neck for the abov	e listed vehicle	in the amount of:		\$3,776.95			
Payable to: Name: West Houston Volkswagen (425-047)								
Street:	17113 Katy Fre	eway						
City / State:	Houston, TX 77	094						
Technical Comm	ents / Comments							
	Repair of body	damage and re	ntal due to faulty va	lve body				
Photographs Pro	vided:							
Inpection Report	Provided:							
Authorized Sig	gnature:				Date:	05/26/09		
Please submit o	check to:	West Housto	on VW (425-047)					



WEST HOUSTON VOLKSWAGEN

VWW\$89622

17113 Katy Freeway Houston, Texas 77094

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

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Budget Rent A Car System, Inc.

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HOUSTON, TX,

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RENIT TO:

BUILDET RENT A CAR SYSTEM, INC 14290 COLLECTIONS CENTER DRIVE TAX TO # 421553246 CHICAGO, IL 69693

CUST NAME:

THIS IS NOT AN INVOICE

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-NOTICES-----ELEDGET-netices THE CHARGE STRUCT TO SUBJECT HID CHARGE IF PARY ERRORS ARE FOLDO. THENK YOU FOR BENTING FROM BURGET. WINIMIN CHARGE IS 1 DAY (24 HRS) PLUS WILENGE. FUEL SERVICES ADD'L IF CAR IS RETURNED WITH LESS FIEL THAN WEN RENTED. 8CE9/1FE2/09125/10:47/0

- **NOTICES** ---WUGET-

60-74 MILES \$18.50 FUEL FEE ADDED, TO REMOVE SHOW ROPT.

---- HAVE READ AND AGREE TO THE TERMS AND CONDITIONS STURN ON THIS RENTAL DOCUMENT AND ON THE SEPARATE RENTAL DOCUMENT JACKET DELIVERED TO HE WITH THIS RENTAL DOCUMENT.

PREPARED BY: 18658

RENTAL

CLOSED EY: 29884



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

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

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PAGE 2 OF 2 CUSTOMER COPY		[END O	f invoice j	01:21pm	The Reynolds and	Reynolds Company ERAMINIVE 8F652365 Q 8030M



Facsimile Transmission

To:

Chris Lewis

Location: Product Liaison

Fax:

201-894-5498

Melinda Prentice

Name

Southern Regional Consultant Yilla

Volkswagen Customer CARE

Department

248-754-3558 248-754-6504 Phone Fax

http://www.vw.com

E-Mail

4/17/09

Date

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

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

Thanks, Mindy

Volkswagen of America, Inc. 3800 Hamila Road Auburn Hills, MI 46326 Tel. +1 248 754 5000 WWW,YW.com

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Fax

Bob Comeron PL/EC

Mindy Prentice

Volkswagen Customer CARE

Department

248-754-3558 Phone

248-754-6504 Fax

Melindo.prentice@vw.com

4/17/09 Date

Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: W/WFA71F58V Reference Number: 090095128

Mr. anylime

Katy, TX April 17, 2009 USA

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

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; Custamer 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)

Vo. 0623

APR. 21. 2009 1:16PM

MESZAROS MOTOR SPORTS

Job Number: 114

04/21/2009 at 01:52 PM 18804

MESZAROS MOTOR SPORTS INC. Federal ID #:760321478 WEST HOUSTON SUBARU AND VOLKSWAGEN BODY SHOP 1110 Upland

Houston, TX 77043 (713)973-1768 FAX: (713)978-0790

PRELIMINARY ESTIMATE

Written By: Supervisor Adjusters

Insured: WESTHOUSTON VW Owner: WESTHOUSTON VW * Claim # Policy # Deductibles

Dayı Eveninga

: secorbba

Date of Loss: Type of Loss: point of Impact:

Prod Date:

Inspect Location:

Insurance Company: Days to Repair

2008 VW HOS LUXURY 4-2.0L-T 2D CNVT Int: Li¢: VIN: WVWFA71F56V Air Conditioning Cruise Control Keyless Entry Message Center Dual Mirrors Traction Control signal Integrated Mirrors Three Stage Faint Power Arekes Power Driver Stat Heated Mirrors Stereo Auxiliary Audio Connectio Driver Air Bag Front Side Impact Air Sag & Wheel Disc Brakes Leather Seats Automatic Transmission

Rear Defogger Telescopic Wheel Theft peterrent/Alarm Body side Moldings Consola/Storage Stability Control Power Windows Power Passenger Seat AM Radio seeron/seek Satellite Radio Passenger Air Bag Bucket Seats Overdrive

Odometer: 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

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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:

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Vo. 0623 NO. 432

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 4-2.01-T 2D Int: CNVX

Estimate based on MOTOR CRASH ESTIMATING SUIDE. Unless otherwise hoted 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. ORM parts are evaluable at OR/vehicle dealerships. OFT OFM (Optional OFM) or ALT OFM (Alternative OFM) parts are OEM parts that may be provided by or through alternate sources other than the Ogm vehicle dealerships. OFT OEM or ALT OEM parts may reflect some specific, special, or unique prining on discount. OFT OEM or ALT OEM parts may include "Blemished" parts provided by OBM's through OBM 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 Darts which stands for Competitive Replacement Parts. Used parts are described as LKO, Qual Recy Parks, RCY, or USED. Reconditioned parts are described as Record. Record parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by Matienal Auto Class Specifications. Labor operation times listed on the line with the Made information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 1009 vehicles contain minor changes grow the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parcs data from the previous year may be used. The Pathways astimator has a domplete list of applicable vehicles. Parts numbers and prince should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

Bryands and Moderally, STANISHINE STATE OF MAND



WEST HOUSTON VOLKSWAGEN 17113 Katy Freeway Houston, Texas 77094

VWC\$88936

(281) 675-8600 (281) 675-8663 (281) 675-8864 Fax (281) 675-8257

www.westhoustonvw.com

2845	3	ADVISORI -			CELL:	
		JOE SERAWAN	4121	∞xo 3697	04/17/09	VWCS88936
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Depression of the property of



ACCOUNTING COPY

WEST HOUSTON VOLKSWAGEN

VWC\$88936

17113 Katy Freeway
Houston, Texas 77094
(281) 675-8600 (281) 676-8663 (281) 675-8664 Fax (281) 675-8257
www.westhoustonyw.com

01011VWC\$89036 CUSTOMES NO CELL: DOE SERAWAN 28459 TRANS 3006 Bar NO SENO 4121 3697 04/17/09 95.00 VWC588936 CÓLC CANDY WHITE 208032 08/VOLKSWAGEN/EOS/CONV GELLYFRY CATE ARLINERY LINE CO. 02/25/08 WVWFA71F58V 425047. 01/11/08 04/13/09 COMMINIC JOSF 1 CHARGES MO: 9455 LABOR... Any warrantes on the products sold hereby are those of the manufacturer. The Saller, hereby J# 1 51VWZ BODY ELECTRICAL CUSTONER STATES THE VEHICLE HAS A DELAY FROM STOP IN DRIVE OF REVERSE, THEN SLAMS INTO GEAR REPLACED THE VALVE BODY PER OTH AFTER REPAIR SEY BASIC SETTING FOR HODDILE AND ROADTEST expressiv discreting of warrenters. either express WARRANTY or implied, including any implied warranty of matchentability or limase for a particular purpose, and neither exercises ner nutherizes may prince person to seaumo for heavy liabbly in connection PARTS....QTY...FP.MANBER......DESCRIPTION.....LIST PRICE-UNIT PRICE
1 02E-325-025-AD-20E NECHATRON.
6 G-032-182-A2 GEAR OIL
1 02E-321-371-E GASKET
10 N-105-540-02 SCREW with the sale of said products. WARRANTY WARRANTY WARRANTY WARRANTY TOTAL - PARYS 0,00 JOB# 1 JOURNAL PREFIX VACS JOB# 1 TOTAL 0.00LABOR-----J# 2 GOVWZZ7PT PT 27 POINT INSPECTION TECH PERFORM FREE 27 POINT INSPECTION TECH ALL REPAIRS HAVE 12 MONTHS 12,000 HILE WARRANTY PERFORMED 27 POINT INSPECTION CUSTOMER DECLINED ALL ESTIMATES VALID FOR 30 DAYS TECH(S):4176 HARRANTY J08# 2 TOTALS..... JOB# 3 CHARGES.... JOB# 2 JOURNAL PREFIX VINCS JOB# 2 TOTAL ¥ 3 70VNZ03 RENTAL YECH(S):4176 LOANER HARRANTY WARRANTY TOTAL · SUBLET JOB# 3 TOTALS..... 0.00 JOB# 3 XXVRNAL PREFIX YVCS JOB# 3 TOTAL 0.00 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF 50.00 (+TAX) PAGE 1 OF 2

(CONTINUED ON NEXT PAGE) 03:60pm . . . !

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





☐ Urgent		[] For Review	☐ Please Comment	☐ Please Reply	☐ Please Recycle
Re:			CCi		
Phone:			Dates		
Fax:	248-	754-6504	Pages:	3	
To:	KAT	HY FOX	From:	LAURA KYDD	

All Customer Contacts for: Mr. Steven Harvey

Call To Spouse - Ms.

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.

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.

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.

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,

All Customer Contacts for: Mr.

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

Call From Spouse - Ms.

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.

VDF/Claim Information for: WVWFA71F58V0

425016

PIT

Vehicle Information

Model Year 2008 Make/Model/Sub VLK / EO Sales Model 1F79V3		Eos 2.0L	Status Eng Family Prod Date	Active 01/11/2008	Shippin Invoice Invoice	Num	290 05167	
Factory Model	1F77V3		Ign Key	01/11/2000	Order F		UH	
Exterior Color	CANDY WH	IITE	A/C Installed		Deliver	POE	UH	
		Source		US Delivery from Europe				
Interior Color	UNKOWN		Engine#	BPY 214128				
In Service Date	02/25/2008			Expires	Miles			
Demo Ext Num			Base Warranty	02/2012	50			
Addl Wrnty Num			Demo Warranty		0			
# Claims 3	\$839.00		Addl Warranty		0			
			Addl Wrnty Typ	Not Applicable				
Ordered By	425016	Hewlett Volkswager	1					

Purchase History

Sales Options

Factory Options PIT,WHI

Billed To

1	Dealer Name	Delivery Date	Kind of Sale	Customer
425047	West Houston Volkswagen		New	Steven Harvey

Hewlett Volkswagen

Repair/Campaign History

			Part Description	Kepair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
425047 West Houston Volkswage 88506AC	W2	2070	Fuel pump control module	2009/04/02	\$449.00	9,0001	Miles	200915	97
425047 West Houston Volkswage 87597AC	W2	3730	Transmission ECM	2009/03/04	\$89.00	8,000	Miles	200911	98
425047 West Houston Volkswage 87468AC	W2	2409	Fuel pressure sender	2009/02/28	\$301.00	1000,8	Miles	200910	99



Facsimile Transmission

To:

Chris Lewis

Location: Product Liaison.

Fax:

201-894-5498

Melinda Prentice

Name

Southern Regional Consultant

Tille

Volkswagen Customer CARE 248-754-3558

Department Phone

248-754-6504

Fax E-Mail

http://www.vw.com

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 WWOA-Customer Care Volkswagen of America, Inc. 3800 Hamiln Road Auburn Hills, MI 48328 Tel. +1 248 754 5000 MAW.AM.COUL



Fax

Bob Cameron PL/EC

Mindy Prentice From

Volkswagen Customer CARE Department

> 248-754-3558 Phone

248-754-6504 Fax

Melinda.prentice@vw.com

4/17/09 Date

2 Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WWWFA71F58V Reference Number: 090095128

Мr. anytime

Katy , TX April 17, 2009 USA

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

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 Kothy 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

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)





