

Case 090056445

Customer: Mr. [REDACTED]
Program: Customer Relations
Status: 03/11/2009 Closed
Source: Email - Exec Mgmt
Assigned: Kathrene Fox (FOXK1)

Vehicle: 2009 Volkswagen CC
WVWML93C29E [REDACTED]
Production Date: 11/26/2008
Odometer: 47 Miles
Wty Start Date: 02/17/2009
Dealer: Boardwalk Volkswagen (425019)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Dealer / Service / Dealer Referred Customer to C		Not Applicable	Not Applicable
Manufacturer / Service / Complaint about Offer		Not Applicable	EO - Support Ori
Vehicle Problem / Transmission / Transmission f	Transmission	Goodwill C.R.	Denial - Repairs/

Contacts

03/12/2009 01:44:22 FOXK1 E-Mail To Owner - Mr. [REDACTED]
ES emailed letter in the document center. No further action.

03/11/2009 03:36:37 FOXK1 Note To User - Generated letter
Noting our offer of a 7/100 wof warranty extension. You can view it in the document center. No further action.

03/11/2009 03:05:11 FOXK1 E-Mail From Med/Arb - Bonnie
Advised to draft the letter and let her approve it. Generate letter.

03/11/2009 10:31:35 FOXK1 E-Mail To Med/Arb - Bonnie
ES seeking confirmation on letter request. Wait for update.

03/11/2009 09:26:00 FOXK1 Voice Mail From FOM - Joe
FOM asked to put in writing the 7/100 wof extended service contract and if a major component failure occurs related to the transmission/hoses he will take this to the next level. Contact Med/Arb.

03/11/2009 08:49:11 FOXK1 Note To User - Duplicate Letter
No further action.

03/10/2009 03:11:07 CAMILOM Note To User - ccc
Email attachments in doc center.

Contacts

03/10/2009 03:09:18 CAMILOM E-Mail From Product Liaison - George Blake

From: Blake, George
Sent: Monday, March 09, 2009 7:51 AM
To: Dameron, Dawn
Subject: [REDACTED]
Importance: High

Good Morning Dawn,

Attached is a letter that found its way into my e-mail box.

It appears your team is already working with the field on this, but just wanted to be sure you are aware of this.

Regards,

George B. Blake
Manager - Product Liaison

03/09/2009 10:38:02 FOXK1 Call From Owner - Mr. [REDACTED]

ES advised what he asking for is internally kept. Customer acknowledged. No further action.

03/09/2009 10:23:01 FOXK1 Voice Mail To Owner - Mr. [REDACTED]

LMTRMC. Transfer to me at x 43432. Wait for customer call.

03/09/2009 10:20:24 FOXK1 E-Mail From Owner - Mr. [REDACTED]

Can you please confirm or deny whether VW corporate was aware of this defect prior to my report? If you are unable to definitively answer this, please forward this to the appropriate manager. Call customer.

03/06/2009 04:30:36 FOXK1 Note To Executive - CCC

We contacted the dealer and the field. We contacted Mr. [REDACTED] to apologize for his early vehicle concerns. We let him know we agree with the goodwill offer from the FOM. Our offer is for one of the following; Reimburse a car payment, reimburse him ½ the cost of the alloy wheels he put on the vehicle (\$1,500), or an extended warranty policy. Mr. Gamadia let us know he will consider our offer and contact us by Monday with his decision. He does have concern for other customers that may have this failure.

03/06/2009 03:37:14 FOXK1 Call To Owner - Mr. [REDACTED]

ES advised the customer of reading his letter, we agree, his experience has been a bad one, horrible, it is not what we want for our customers, but we work in warranty for manufacturing defects and we agree with what the FOM has offered, he can think about it and call us on Monday, but he does need to decide what he is going to do by Monday, he call the ES or the FOM, the FOM was forwarded the letter for internal dealer handling. Customer advised he appreciates our reading the letter, what if he wanted to do all of the above, would we do that. ES advised we are unable to meet his expectations, our goodwill offer is for one not all. Customer has concern with the other possible owners and why would not alert the dealers/customers. ES advised this is a one off at this point, yes there may have been another one the FOM was made aware of through our daily/weekly conference calls on the CCC, but it is not like a campaign where we know these certain vehicles have an issue and this is what we need to do, etc. Customer understood and will get back to us. ES advised we need to know his decision by Monday. No further action pending customer call back.

03/06/2009 03:27:43 MARASHS Note To User - CCC

Mail in Doc Center.

03/06/2009 02:11:40 FOXK1 Voice Mail With Owner - Mr. [REDACTED]

LMTRMC. Transfer to me at x 43432. Wait for customer call.

Contacts

03/06/2009 02:10:45 FOXK1

E-Mail From Owner - Mr. [REDACTED]

Email to the dealer; I'm currently awaiting an official response from Kathrene Fox at VWoA regarding this matter, so please do not operate on the vehicle at this time. Call customer.

03/06/2009 02:01:46 FOXK1

Call From FOM - Joe

FOM advised the customer does need to decide what he intends to do by Monday, he is in a rental, and has not authorized repairs, he is willing to consider a goodwill warranty extension if after a month the customer is satisfied, he has his business card to call him, he asked him what other FOM's would do in this situation, he noted he could not speak for others, but some would only fix the vehicle within warranty, that is what we do. Call customer.

03/06/2009 02:01:33 FOXK1

E-Mail To FOM - Joe

ES forwarded the customer letter. Call customer.

03/06/2009 12:13:12 FOXK1

E-Mail From Owner - Mr. [REDACTED]

Mr. [REDACTED] notes a complaint against a serious manufacturing defect and Boardwalk Volkswagen. His vehicle went through the perfect delivery inspection, one part of it being "on hoist perform visual inspection for any leaks and damage" and an incorrectly located hose should fail inspection. The failure occurred the day after delivery, it was towed, he was not given comparable alternate transportation, and the dealer failed to follow up with him. The transmission lines were routed in such a way that the radiator fan was able to cut the lines causing the transmission to fail. Mr. [REDACTED] spoke with dealer personnel and they felt the right thing to do is replace his vehicle. He feels strongly that the engine and transmission should be replaced along with an extended warranty, since this is costly an alternative would be to "replace my defective vehicle with a new one." He has driven VW for the past 7 years, he hopes we stand behind the product and compels dealers to treat customers honestly and fairly.

03/06/2009 09:54:59 FOXK1

Call To Owner - Mr. [REDACTED]

ES advised of apology for his early vehicle concerns, this is not what we ever want for our customers, let him know we have not yet seen his letter, but it can take some time to reach the ES, the ES does answer all executive correspondence, did have an opportunity to discuss his concerns with the FOM, he noted what we do as a company in working through the warranty provisions, but we wanted to do something extra to put behind our apology, we understand he wanted to wait from the AG and our receipt of the letter, but had he put any thought to those offers. Customer advised he has not, he can email the letter to us, there were also dealer issue the he did not discuss with the FOM and after we receive the letter he would like to hear our position. ES advised will call him once we have read through it. Wait for email.

03/06/2009 09:46:35 FOXK1

E-Mail To FOM - Joe

ES advised of agreement with his position, will call the customer and advise our position has been provided by him. Call customer.

03/06/2009 09:42:29 FOXK1

E-Mail From FOM - Joe

FOM advised the following; I met with this customer on Wednesday and looked at the vehicle with him, there is no doubt that this vehicle had a defect in workmanship, I let the customer know that our obligation as his New Vehicle Limited Warranty states that we will repair any and all defects in material or workmanship, I apologized on behalf of Volkswagen Group of America, Inc. for the inconvenience and offered one of 3 options: 1.) Reimburse a car payment, 2.) Reimburse him 1/2 the cost of the alloy wheels he put on the vehicle. (\$1,500), 3.) An extended warranty policy.

He stated that he was waiting for a response from the Attorney General and VW via the letter you are referring to, I have asked the customer to allow us to repair the vehicle so that we may test drive it to determine if there was any further damage as a result of this condition, and made him understand that our goal is to make sure he is happy short of replacing the vehicle and that if the transmission in fact is damaged and requires replacement that we will address it at that time. Email FOM.

03/06/2009 09:40:20 FOXK1

Mail To Executive - Steve Keyes

Mr. [REDACTED] notes an official letter of complaint regarding the purchase of a defective Passat CC vehicle on Saturday February 28, 2009 at Boardwalk VW of Richardson was delivered today via USPS Express Mail (Thursday, March 5, 2009) and signed for at our location by an employee by the name of "J. Jaboury." He hopes this letter has been transferred into the right hands at VWoA.

Contacts

- 03/04/2009 06:14:46 BALDWIA Voice Mail To Owner - Mr. [REDACTED]
RCM spoke to Service Manager who advised the transmission hoses needed to be replaced; Service Manager was working to get QTM out to look at the vehicle and would call customer when QTM was available to inspect the vehicle; if customer has further questions to call CCC. No further action pending customer call.
- 03/04/2009 12:52:41 BALDWIA Call From Dealer Service Mgr - Steve Mulholland @ Boardwalk Volkswagen (425
Service Manager advised he shop foreman is on the phone now with QTM to try and arrange for a time for QTM to inspect the vehicle with customer; there was no damage to anything but the hoses that were replaced; when the customer gives them the authorization to make the repair then they will; Dealer will call customer when they have arranged for QTM to come look at the vehicle. RCM to call customer.
- 03/04/2009 10:48:08 BALDWIA Voice Mail To Dealer Service Mgr - Steve Mulholland @ Boardwalk Volkswagen
RCM advised calling regarding customer concern; seeking to know if Service Manager was going to be arranging for FOM or QTM to look at customer vehicle. RCM to wait dealer call.
- 03/04/2009 10:05:28 CALDWEM Call From Owner - [REDACTED]
Customer states seeking when the VW Rep is at the dealer, Customer would like to be at the dealer as well. CA advised we can make the Service Manager aware of the request. CA advised we will have the RCM follow up with Customer today 3/4/09 by COB. RCM waits Dealer 425019 call.
- 03/04/2009 09:10:04 BALDWIA Voice Mail From Dealer Service Mgr - Steve Mulholland @ Boardwalk Volkswagen
Service Manager advised Customer vehicle had transmission cooler lines that were caught in the cooling fan because they were misrouted; Dealer has the parts and the vehicle is ready to be fixed however customer is wanting QTM to inspect the vehicle. RCM to call dealer.
- 03/03/2009 04:19:01 ISTIFOV Voice Mail For Dealer Service Mgr - Steve Mulholland @ Boardwalk Volkswagen
RCM left message advising to please contact RCM or original RCM back regarding status on customer's vehicle. Wait dealer call.
- 03/03/2009 02:44:28 BALDWIA Assigned To RCM - Southern - BALDWIA
- 03/03/2009 01:40:37 HOWARDB Assigned To RCM - Southern - Regional Case Manager
Customer stated that the transmission lines were leaking causing flammable fluid to be sprayed on the engine, and transmission; Dealer stated that they can repair the transmission lines, but the Customer feels that the engine, and transmission have been compromised, and would like for the QTM to come out, and look at the vehicle. Customer was advised by the Dealer to contact CCC. Customer can be reached on his cell phone. RCM to contact Dealer 425019.
- 03/03/2009 01:39:33 HOWARDB Call From Owner - Mr. [REDACTED]
Customer states: Original owner; Customer purchased the vehicle; maintains the vehicles at our dealers; vehicle not due for service yet; has experienced multiple vehicle issues; No additional warranty/Service contract; transmission fluid leaked on the engine causing a strong odor, and steam coming from the engine; Customer is seeking/expecting for the QTM to come out, and look at the vehicle.; working with Steve Service Manager and Billy Service Advisor; this customer perceives this to be a premature failure; Customer was advised by Dealer 425019 to contact CCC. Customer stated that the vehicle was towed to the Dealer; Customer was advised by the Dealer that the transmission lines needed to be repaired; Customer feels that the transmission, and engine were compromised, and would like them to be replaced; Customer spoke with Alex in Sales about getting into another vehicle, but the Salesman advised the Customer that if he traded in the vehicle he would have a 15k loss. CO advised the Customer that due to his concerns his file will be forwarded to a RCM for further research, and he will be contacted with an update before the close of business on 03/04/09.
- 03/03/2009 01:28:06 HOWARDB Call From Owner - [REDACTED]
Tread; See GW Checklist

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
425237	PASSAT	2009	WVWML93C29E [REDACTED]	47	3862	03/04/2009	USA

Workshop Finding

ORDERED PART LINE IS HERE HOWEVER CUSTOMER IS EXTREMELY ADAMANT ABOUT SOMEONE FROM VOLKSWAGEN LOOKING AT CAR WITH HIM BEFORE WE BEGIN ANY REPAIRS.

Activity Date	Activity Time	Activity Comments
03/04/2009	13:53	CUSTOMER COMPLAINT TRANS FLUID LEAKING FOUND TRANS COOLER HOSE ROUTED INCORRECTLY AND CUT BY THE DRIVERS SIDE COOLANT FAN. ORDERED PART LINE IS HERE HOWEVER CUSTOMER IS EXTREMELY ADAMANT ABOUT SOMEONE FROM VOLKSWAGEN LOOKING AT CAR WITH HIM BEFORE WE BEGIN ANY REPAIRS
03/04/2009	13:53	ISSUE OPENED BY DEALERSHIP
03/04/2009	14:22	ADVISED TECH LINE NEEDS TO BE REPLACED, AND REROUTED, TECH STATED FOM OR QTM ARE GOING TO BE AT DEALER TOMORROW. SENDING FYI TO FOM, CLOSE OUT VTA WHEN COMPLETED.
03/04/2009	14:22	CUSTOMER COMMENTS: CUSTOMER COMPLAINT TRANS FLUID LEAKING FOUND TRANS COOLER HOSE ROUTED INCORRECTLY AND CUT BY THE DRIVERS SIDE COOLANT FAN.
03/04/2009	14:22	WORKSHOP FINDINGS: ORDERED PART LINE IS HERE HOWEVER CUSTOMER IS EXTREMELY ADAMANT ABOUT SOMEONE FROM VOLKSWAGEN LOOKING AT CAR WITH HIM BEFORE WE BEGIN ANY REPAIRS.
03/04/2009	14:32	HERE ARE PICS FROM SECOND CC ON THE LOT COOLER LINES SHOULD BE ROUTED OVER LOWER COOLANT HOSE NOT UNDER SO I SHOULD REROUT BOTH LINES ON THIS VEHICLE
03/05/2009	07:27	ISSUE SENT TO DEALERSHIP
03/05/2009	07:27	THANKS FOR THE UPDATE. PLEASE REROUTE PER PICTURE.
03/05/2009	09:54	CUSTOMER MET WITH FOM 3/4/09 CUSTOMER STILL REFUSES TO LET US TOUCH VEHICLE. QTM WAS IN DEALER 3/4/9 AS WELL AND IS AWARE OF CUSTOMERS SITUATION
03/06/2009	07:33	THANKS FOR THE UPDATE.
03/09/2009	17:20	GOT THE CUSTOMER APPROVAL THIS AFTERNOON TO REPAIR HIS VEHICLE PER JOE MATUSSAKS INSTRUCTIONS
03/10/2009	08:50	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
03/11/2009	10:42	VEHICLE HAS BEEN REPAIRED TRANS COOLER LINE HAS BEEN REPLACED AND BOTH LINES HAVE BEEN CORRECTLY REROUTED. ENGINE BAY HAS BEEN CLEANED AND VEHICLE WILL BE RETURNED TO THE CUSTOMER SHORTLY
03/11/2009	18:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/11/2009	18:53	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE TRANS COOLER LINES. VEHICLE OPERATING TO SPEC AT THIS TIME.