

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

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

Reasons

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

Contacts

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

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

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

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

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

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

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

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

Fax in doc center.

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

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

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

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

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

LMTRMC. ES/RC wait dealer call.

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

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

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

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

Contacts

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Contacts

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

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

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

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

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

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

Volkswagen Group of America, Inc.

Funds Request Memo

Requestor:

File Name:

Date:

File #:

VIN:

Initial Request:

Subsequent Request:

Vehicle Repurchase: Yes

No

Vehicle Returned: (for resale) Yes

No

Salvage: Yes

No

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

Payable to:

Name:

Street:

City / State:

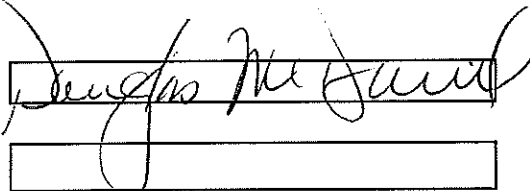
Technical Comments / Comments:

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

Photographs Provided:

Inspection Report Provided:

Authorized Signature:



Date:

Please submit check to:

McDaniell, Doug

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

Hello again [REDACTED]

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 = DeLuca...VIN = WVWBA71F18V[REDACTED]..Case = 90154696

Greg,

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

Thanks

Chris Lewis

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

phone +1-201-227-7908

fax +1-201-894-5498

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

From: Peters, Greg
Sent: Friday, July 17, 2009 2:28 PM
To: Lewis, Chris
Subject: Customer = [REDACTED]..VIN = WVWBA71F18V[REDACTED]..Case = 90154696

Hello Chris,

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

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

Greg Peters
Regional Consultant
Volkswagen Customer Care

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

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

greg.peters@vw.com <<mailto:greg.peters@vw.com>>
<http://www.vw.com>

Aug. 24. 2009 1:43PM

case # 90154696

No. 2468 P. 1

**JACK DANIELS
MOTORS INC.**

93763

3 3 9 8 3

ACCOUNTING

SERVICE & PARTS CENTER

16-01 McBride Avenue

Fairlawn, NJ 07410

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

Volkswagen: (201) 398-1220

Parts: (201) 398-1209

NORTH HALEDON, NJ

DUPLICATE 1

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 110 MICHELLE MCNAYR

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

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

TRN:AUTO

08:04 28JUL09 11:14 24AUG09

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

SHOP REPAIR

D DESCRIPTION

99 CV 0.00 0.00 0 0 0.00 0.00

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

D REPAIR FRONT END DAMAGE CONSEQUENTIAL FROM MECHATRONICS DEFECT

99 CV 0.00 0.00 0 0 0.00 0.00

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

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

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

1 100-853-651-N-WAB

GRILLE 12000 20000 0 200.00 200.00 200.00

1 100-828-031-J HOOD 23700 39500 0 395.00 395.00 395.00

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

1 100-805-588-A-9B9

CARRIER 15600 26000 0 260.00 260.00 260.00

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

SUBL NASH AUTO BODY REPAIR

CV 1757.48 1757.48 1757.48 1757.48

C CUST REQ AUDI LOANER AS PER PEDRO MARTIN

DAR DONE AS PER REQUEST

99 CV 0.00 0.00 0 0 0.00 0.00

D CUST STATUS TMS

D CHECKED AND SET TIRE PRESSURES

10 CV 0.18 0.00 0 0 0.00 0.00

14319 CHECK & ADJUST TIRE PRESSURES

E PERFORM COMPLIMENTARY MULTI POINT INSPECTION

INSP PERFORM COMPLIMENTARY MULTI POINT INSPECTION

99 CV 0.00 0.00 0 0 0.00 0.00

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

FAX TO. 248-754-6504

case 90154696

ACCOUNTING COPY

**JACK DANIELS
MOTORS INC.**

93763

3 3 9 8 3

ACCOUNTING

SERVICE & PARTS CENTER

16-01 McBride Avenue

Fairdawn, NJ 07410

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

Volkswagen: (201) 398-1220

Parts: (201) 398-1209

NORTH HALEDON, NJ

DUPLICATE 1

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 110 MICHELLE MCNAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	08	VOLKSWAGEN N	WVWBA71F18V		14318/14319	T7205

DEL DATE	PROD DATE	WARRANT EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28APR08 IS			17:30 28JUL09			CASH	24AUG09

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

TRN:AUTO

08:04 28JUL09 11:14 24AUG09

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

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

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

COST, SALE, & COMP TOTALS 232068 271288 0

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

ACCOUNTING COPY

Jul. 17. 2009 8:18AM

**JACK DANIELS
MOTORS, INC.**

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

PORSCHE



No. 1369 P. 1/4

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

Fax

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

PAGE 1 of 3

07/14/2009 at 05:43 PM
55490

Job Number:

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

UNRELATED PRIOR DAMAGE
(Information Only)

Written By: CRAIG BORBAS #ACCESS
Adjuster:

Insured:
Owner:
Address:

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

Day:
Evening:

Inspect
Location:

Insurance
Company:

Days to Repair

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

VIN: WVWBA71F18V Lic:

Prod Date:

Odometer:

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

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

07/14/2009 at 05:43 PM
55490

Job Number:

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
10	Repl	Hood to VIN 1F8 [REDACTED]	1	431.78		1.3	2.6
11		Add for Clear Coat					1.0
12		Add for Underside(Complete)					1.3
13		Add for Clear Coat					0.3
14	Repl	Safety catch	1	33.40		Incl.	
15		FENDER					
16	Blnd	RT Fender					1.0
17	Blnd	LT Fender					1.0
18		MISCELLANEOUS OPERATIONS					
19*	Repl	Cover car/bag	1	7.50		0.2	
20#		FLEX ADDITIVE	1	12.00			
21#		HAZARDOUS WASTE	1	4.00			
22#		CLEAN FOR DELIVERY	1	15.00			
23#		MASK RECESSED JAMS	1	6.00		0.5	
24#		COLOR SAND AND POLISH	1				1.0
Subtotals ==>				743.47		5.7	11.8

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

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

07/14/2009 at 05:43 PM
55490

Job Number:

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

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

CCC Pathways - A product of CCC Information Services Inc.

All Customer Contacts for: [REDACTED]

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

Call To Owner - [REDACTED]

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

Voice Mail To Product Liaison - Chris Lewis

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Return To Owner - [REDACTED]

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All Customer Contacts for: [REDACTED]

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

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

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

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

Assigned To RCM - Eastern - HAWLEYD

Assigned for handling.

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

Assigned To RCM - Eastern - CCC

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

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

Call From Owner - [REDACTED]

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

03/06/2004 04:01:17 AM CR_BATCH Case: 040059223

Note To User - HARRISRO

Check # [REDACTED] for amount \$ 401.60 mailed on 03/05/2004

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

Call From Owner - [REDACTED]

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

All Customer Contacts for: [REDACTED]

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

Assigned To VW Special Project - HARRISRO

Generated check request: 3VWSC29M7XM [REDACTED] VW to reimburse customer 100% part and labor for mass air flow sensor repair under WR, total \$401.60. Case pending check.

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

Note From Owner - [REDACTED]

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

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

Assigned To VW Special Project - KASSAB

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

Attached Mail From Owner - [REDACTED]

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

Call From Owner - [REDACTED]

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

05/24/2000 12:00:00 AM CP_BATCH Case: 000387929

Call To Owner - [REDACTED] (408245)

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

Vehicle Information

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	Ign Key		Order POE	UV
Exterior Color	UNKOWN	A/C Installed		Deliver POE	UV
Interior Color	UNKNOWN	Source	US Delivery from Europe		
In Service Date	04/30/2008	Engine#	BPY 215441		
Demo Ext Num		Expires		Miles	
Addl Wrnty Num		Base Warranty	04/2012		50
# Claims	2 \$1,686.00	Demo Warranty			0
		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	

Repair/Campaign History

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

Lewis, Chris

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

17113 Katy Freeway
Houston, Texas 77094

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

VWC

VWC



01011VWCS

CELL: [REDACTED]

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

JOB# 1 CHARGES

MO: 9455

LABOR

J# 1 51VWZ

BODY ELECTRICAL

TECH(S):4176

WARRANTY

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

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

TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

LABOR

J# 2 00VWZ27PT

27 POINT INSPECTION

TECH(S):4176

WARRANTY

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

LABOR

J# 3 70VWZ03

RENTAL

TECH(S):4176

WARRANTY

LOANER

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

TOTAL - SUBLET

WARRANTY
0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

ESTIMATE

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

COMMENTS

DROVE IN



WEST HOUSTON VOLKSWAGEN

17113 Katy Freeway
Houston, Texas 77094

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

VWC

VWC



0101VWCS

CUSTOMER NO. 28459	ADVISOR JOE SERAWAN	TAG NO. 4121	INVOICE DATE 04/17/09	INVOICE NO. VWCS88936
KATY, TX	LABOR RATE 96.00	LICENSE NO. GKH395	3697	STOCK NO. 208032
	YEAR / MAKE / MODEL 08 / VOLKSWAGEN / E05 / CONV	9,451	COLOR CANDY WHITE	DELIVERY MILES
	VEHICLE ID. NO. W V W F A 7 1 F 5 8 V		DELIVERY DATE 02/25/08	PRODUCTION DATE 01/11/08
	R.T.E. NO.	S.O. NO.	SELDON DEALER NO. 425047	
	COMMENTS		R.O. DATE 04/13/09	

CELL:

TOTALS:

MO: 9455

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

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

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

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

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
483154	RABBIT	2008	WVWVFV71K88W	116619	3885	07/23/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/23/2009	16:14	CUSTOMER STATES TRANS JERKS WHEN TAKING OFF. RIGHT FRONT WHEEL DAMAGED.
07/23/2009	16:14	ISSUE OPENED BY DEALERSHIP
07/23/2009	16:21	ADVISED THE TECH TO GET MVB 54 AND 64, ATTACH A GFF LOG AND RUN BASIC SETTINGS AND SEE IF ANYTHING CHANGES
07/23/2009	16:21	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS WHEN TAKING OFF. RIGHT FRONT WHEEL DAMAGED.
07/24/2009	09:07	BASIC SETTING FOR MECHATRONIC WAS PREFORMED. TEST DRIVE---TRANS STILL SHIFTING THE SAME. FILES HAVE BEEN ATTACHED FOR VALUE BLOCKS 54 AND 64 , ALONG WITH GFF TEST PLAN.
07/24/2009	09:20	MVB 54 J09N0186 64 0 0 . ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS FOR THE MECH. SET BASIC AND TEST DRIVE. UPDATE THE VTA WITH RESULTS.
07/24/2009	14:01	ORDERED PARTS
07/29/2009	07:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	07:52	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS

**Fax**

Bob Cameron
PL/EC

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

Date

page(s), including cover Total Pages

Memo

Subject: VW Vehicle Incident Report

VIN: WVVBA71F58V [REDACTED]
Reference Number: 090203190

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

Home: [REDACTED]

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

Business: [REDACTED]

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

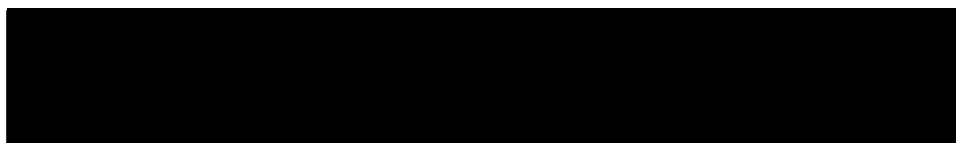
(RC has left a message for the SA, asking for photos as well as a call back to discuss the option of getting this customer into a rental/loaner).

Enclosure: (copy of complete file)

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

TO: GREG PETERK - VW

FROM:



SUBJ: CASE # 90203190

DATE: AUGUST 19, 2009

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

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

THANKS

L.I.P. COLLISION, INC.

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

Damage Assessed By: Mark Mintzer
 License #: [REDACTED]

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

Type of Loss: Collision (Spec)
 Date of Loss: 8/ 8/2009
 Accident Date: 8/ 8/2009
 Deductible: 250.00
 Claim Number: 38-L744-90301

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

Mitchell Service: 910784

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

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

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

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

Mitchell Data Version: JUN_09_V

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Page 1 of 3

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

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

* - Judgment Item

- Labor Note Applies

C - Included in Clear Coat Calc

Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary				Amount
Units	Rate	Add'l Labor Amount	Sublet Amount	Totals		Taxable Parts				17.00
Body	7.1	46.00	0.00	326.60	T	Sales Tax	@	6.000%		1.02
Refinish	5.8	46.00	0.00	268.80	T					
Taxable Labor				593.40		Total Replacement Parts Amount				18.02
Labor Tax				35.60						
@ 6.000 %										
Labor Summary				12.9						
				629.00						
III. Additional Costs					Amount	IV. Adjustments				Amount
Taxable Costs					142.20	Insurance Deductible				250.00-
Sales Tax					8.53	@ 6.000%				
Total Additional Costs					150.73	Customer Responsibility				250.00-
						I. Total Labor:				629.00
						II. Total Replacement Parts:				18.02
						III. Total Additional Costs:				150.73
						Gross Total:				797.75
						IV. Total Adjustments:				250.00-
						Net Total:				547.75

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

This is a preliminary estimate.

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

Insurance Co: State Farm Insurance

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

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

Mitchell Data Version: JUN_09_V

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UltraMate Version: 6.7.023

Page 2 of 3

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

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

Cycle Time Information

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

Repair Dates:

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

Mitchell Data Version: JUN_09_V

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TOTAL P.04

All Customer Contacts for: [REDACTED]

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

Assigned To VW Special Project - ABDULAM

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

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

Call To Owner - [REDACTED]

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

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

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

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

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

Call To Owner - [REDACTED]

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

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

E-Mail From Product Liaison - Chris Lewis

PL sent the following:

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

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

E-Mail To Product Liaison - Chris Lewis

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

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

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

Hello Andy, Thank you for the pictures. They are perfect. On a related note, what do you think about getting [REDACTED] 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 [REDACTED]

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

E-Mail From Owner - [REDACTED]

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

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

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

Call To Owner - [REDACTED]

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

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

Assigned To Central - PETERSG

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

Assigned To Eastern - CCC

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

FAX From Owner [REDACTED]

Fax in doc center.

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

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

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

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

Note To RCM - Western - Eva Manna

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

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

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

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

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

Call From Owner - [REDACTED]

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

All Customer Contacts for: [REDACTED]

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

Transfer To Level 2 / Exec - Greg

CO transfered to RC. RC to continue.

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

Return To Owner - [REDACTED]

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

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

Call To Level 2 / Exec - Mindy

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

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

Return Call From Owner - [REDACTED]

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

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

Voice Mail To Owner - [REDACTED]

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

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

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

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

Vehicle Information

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	Ign Key		Order POE	UQ
Exterior Color	INDIA RED	A/C Installed		Deliver POE	UQ
Interior Color	UNKOWN	Source	US Delivery from Europe		
In Service Date	05/24/2008	Engine#	BPY 208758		
Demo Ext Num		Expires		Miles	
Addl Wrnty Num		Base Warranty	05/2012		50
# Claims	4 \$785.00	Demo Warranty			0
		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	Type	Part Id	Part Description	Repair Date	Paid Amt	Odom Unit	Measure	Audit	Ctr
408283	Atlantic Volkswagen	68179BC	W2	9415	Headlight assembly	2009/04/11	\$18.00	9,000	Miles	200916	96
408283	Atlantic Volkswagen	68179AC	W2	6847	Wind deflector	2009/04/11	\$719.00	9,000	Miles	200916	97
408287	Flemington Volkswagen	47656AC	FM	0181	Inventory inspection US	2008/05/02	\$24.00	0	Miles	200819	98
408287	Flemington Volkswagen	28201AC	FM	0181	Inventory inspection US	2008/03/03	\$24.00	0	Miles	200814	99



