

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	070195656	Mediation/Arbitration	WVWDA71F57V [REDACTED]	1,600		
GELFUSB	06/15/2007 08:12:06 AM	Attached Mail From gregory pascoe Rec'd req to replace veh due to concerns with the transmission shifting harsh. Veh down over 30 days waiting for a part (mechatronics).				Unknown 405095 Pr. Part: 3730-Transmission ECM Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
GELFUSB	06/15/2007 08:16:02 AM	E-Mail To Cary Czech Does dealer 405095 have p/n 02E 325 025 ADZ8 on back order.				Unknown Rsn: 84E Technical Issues
GELFUSB	06/15/2007 08:16:22 AM	E-Mail From Carey Czech Hi Bonnie, I assume you meant part number 02E-325-025-AD-Z84. The dealers order was cancelled by me back on 5/24/07 because they had indicated that they ordered that part twice (please see attached). So to answer your question, no he does not. :) Best Regards / Mit freundlichen Grüßen				Unknown 405095 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mr Only)
GELFUSB	06/15/2007 08:16:38 AM	Based on the attachment provided by Carey, the part was delivered on 5/30, but Greg still has the veh down.				
GELFUSB	06/15/2007 08:17:11 AM	E-Mail To gregory pascoe Greg, parts has the part delivered a while ago, is the vehicle still down?				
GELFUSB	06/18/2007 10:14:38 AM	Greg confirmed that the mechatronics was installed, however, that did not fix the issue. Cust is driving veh, but still having issues with the vehicle.				

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GELFUSB	06/18/2007 10:17:02 AM	Call To Chase				Confirmed that SOC will be allowed, advised I would call back once replacement veh located.
GELFUSB	06/18/2007 10:17:23 AM	Mail To [REDACTED]				SON, sent offer to replace vehicle, no usage due to low mileage.
GELFUSB	06/18/2007 10:18:25 AM	E-Mail To Greg Pascoe				Greg, this offer is going out today.
GELFUSB	06/20/2007 03:30:03 PM	Call From [REDACTED]				States she is his atty (same last name), states that they would rather have a repurchase, not a replacement. States that he has been very patient, just no longer wants this vehicle. Advised her that I would have to pull the service history and I would have to call back.
GELFUSB	06/20/2007 03:36:49 PM	E-Mail To Greg Pascoe				Greg, can you please get me the repair history for this customer. He is now asking for a repurchase, not a replacement. I advised his atty (wife or sister) that I needed to review the repair history, that we normally don't voluntarily offer repurchases but I would review. Please either email or fax me the info (248-754-6504) Thanks
GELFUSB	06/22/2007 12:59:14 PM	Call To Service operator		405095		She confirmed veh over 30 days down.
GELFUSB	06/22/2007 01:01:16 PM	Call To [REDACTED]				Advised her that we would offer to repurchase the vehicle. Advised that I will need registration, buyers order and for ths customer to call Chase and obtain a copy of the payment history and give permission for me to obtain payment history and payoff from Chase. She will get that to me.

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GELFUSB	06/25/2007 08:54:21 AM	Attached Mail From	[REDACTED]			Rec'd contract (neg equity included in purchase) and registration.
GELFUSB	06/25/2007 08:54:22 AM	Attached Mail From Chase Auto Financ				Rec'd info that cust has made one payment towards vehicle.
GELFUSB	06/25/2007 09:16:02 AM	Mail To	[REDACTED]			SON, sent offer to repurchase, cust will owe \$5824.57 due to neg equity.
GELFUSB	06/25/2007 09:17:07 AM	E-Mail To Greg Pascoe				Greg, here is the offer to repurchase for [REDACTED] he may change his mind with he sees this.
GELFUSB	06/26/2007 03:22:22 PM	Call From	[REDACTED]			She does not understand how the customer can have \$15k put towards the payoff of his veh that he traded in and is walking away from this deal having to pay another \$5800 and having no car in the end. Advised her that the numbers on my letter are correct, advised that because of the negative equity involved he would owe money for us to payoff his vehicle. She was extremely upset when talking to me and threatened to sue VW and the dlr over bad business practises. Advised her again that the cust is getting what he is entitled to under the law. She states that she will consult with her client and most likely call the dlr and get back to me.
BENTLES	06/27/2007 03:24:26 PM					Mail in Doc Center.
GELFUSB	06/27/2007 03:51:20 PM	Attached Mail From	[REDACTED]			Rec'd signed acceptance.
GELFUSB	06/27/2007 03:52:46 PM	Assigned To KACPRZZ				FOM is Greg Pascoe, dlr is 405095, repurchase due to harsh shifting. COLLECT \$5824.57 FROM OWNER to proceed with repurchase. Lender is Chase.

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KACPRZZ	06/28/2007 12:11:15 PM	Voice Mail To	[REDACTED]			LVMM to return my call. Advised of July 13th at 10:00 a.m. at 405095.
KACPRZZ	06/29/2007 12:50:05 PM	Voice Mail From	[REDACTED]			LVMM. Customer states that July 13th is impossible for him. Customer states could make July 9th in the evening or afternoon or July 6th at 2 or 3 p.m.
KACPRZZ	06/29/2007 12:54:55 PM	Call To Greg Pascoe				FOM advised to schedule the next time he will be at the Dealer. Scheduled visit is on July 27th.
KACPRZZ	06/29/2007 01:07:19 PM	Assigned To	[REDACTED]			Customer states does not want to wait that long. Advised I can mail the SPOA to Customer and he will mail it back with a certified check. Once I receive the docs back, I will mail out the payoff check.
KACPRZZ	06/29/2007 01:45:00 PM	Mail To	[REDACTED]			SON SPOA and authorization for payoff.
KACPRZZ	06/29/2007 01:45:44 PM	Call To	[REDACTED]			Customer's wife will bring the vehicle to the Dealer on Monday to Miguel.
KACPRZZ	06/29/2007 02:38:27 PM	E-Mail To Greg Pascoe				Hi Greg, Attached is paperwork to fill out for [REDACTED] vehicle when you will be at Esserman 095 on July 13th. Thank you, Zosia
KACPRZZ	06/29/2007 02:46:26 PM					Requested payoff check.

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KACPRZZ	07/02/2007 01:39:18 PM	Call From Greg Pascoe				FOM advised that Customer dropped the vehicle at the Dealer 405095. FOM advised that the TPMS light is on. FOM advised will fill out the ppw on the 13th.
ANGERK	07/05/2007 01:15:24 PM	Assigned To KACPRZZ				Check # [REDACTED] for amount \$42,250.84 received. Forwarded check to advocate for handling
KACPRZZ	07/05/2007 02:04:31 PM	Call To [REDACTED]				Customer states that they sent out the forms with the check today.
KACPRZZ	07/06/2007 01:33:53 PM	Attached Mail From [REDACTED]				Received check, SPOA and authorization for payoff.
KACPRZZ	07/06/2007 01:37:54 PM					07/02/07.
KACPRZZ	07/06/2007 01:45:14 PM	Mail To Chase				SON payoff check.
KACPRZZ	07/10/2007 09:22:29 AM	IOM (Inter-Office Mail) To 4c02				Forwarded Customer's contribution.
KACPRZZ	07/10/2007 10:01:14 AM					Customer's first name on the SPOA does not match the spelling on the driver's license (When I spoke before with Customer, he confirmed his name spelling on the SPOA). Will wait title to see if I need another SPOA.
KACPRZZ	07/10/2007 10:03:36 AM					FOM will be at the Dealer on July 13th to complete paperwork.

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KACPRZZ	07/13/2007 08:42:17 AM	Attached Mail From Chase				Received letter from Chase that there is an electronic title on the vehicle and it should arrive in 15 business days.
KACPRZZ	07/13/2007 01:10:53 PM	Call To Greg Pascoe				Reminded FOM to complete the ppw. He will do it.
KACPRZZ	07/16/2007 09:08:04 AM	FAX From Greg Pascoe				Received BBRP; Repair Order; CNC; ACF; VCR.
KACPRZZ	07/18/2007 08:37:04 AM	Final Repair Order (M/A only) From Gi				
KACPRZZ	07/18/2007 08:37:15 AM					
KACPRZZ	07/18/2007 08:38:49 AM	Attached Mail From Chase Auto Financ				It is an electronic title and will come from the state.
KACPRZZ	07/18/2007 08:38:56 AM	Attached Mail From State of FL				Received title. The name on the title is spelled with one "L". I need to request an additional SPOA.
KACPRZZ	07/18/2007 09:00:09 AM	Mail To [REDACTED]				SON new SPOA for signature.
KACPRZZ	07/18/2007 09:03:52 AM	E-Mail To [REDACTED]				Sent sales tax docs.
KACPRZZ	07/25/2007 03:09:03 PM	Attached Mail From [REDACTED]				Received signed SPOA.

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KACPRZZ	07/25/2007 03:17:03 PM	Assigned To GELFUSB				
		Forwarded disclosure to analyst for review.				
GELFUSB	07/25/2007 03:45:05 PM					
GELFUSB	07/25/2007 03:45:11 PM	Assigned To @TAX				
ZAYACJ	08/22/2007 11:04:28 AM	Mail To FL				
		Mailed request for sales tax recovery in the amount of \$1,513.36.				
ZAYACJ	10/19/2007 01:51:06 PM	Mail From FL				
		Received sales tax check in the amount of \$1,513.17.				

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2007 Eos 2.0L						
	070256025	Customer Relations	WVWBA71F67V	12,000		
SMITHER	08/07/2007 10:40:03 AM	Note To JOHN FLIKEID Case List/Survey initiated. See following activity log(s).				
SMITHER	08/07/2007 10:51:21 AM	Call From [REDACTED] Customer states the following: Original owner; Current mileage is 12,000 miles; Customer purchase/lease unknown; The customer has owned 14 to 16 Volkswagens.; Last maintenance was 10 000 miles; Maintained at dealer(s):409417; Working with dealer 409417, Service Manager's name is Mike Reynolds; Vehicle is currently down; Vehicle location-dealership; Vehicle has been down 17 days; Total days down 17; Working with Mike Reynolds; Vehicle concern/symptoms are the vehicle has stalled on customer, when the vehicle is in tiptronic mode it shifts roughly from first gear, the speaker is making a fuzzing sound, the a/c does not work.; Customer is seeking/expecting to have vehicle repaired.;				
SMITHER	08/07/2007 10:51:24 AM	Call From [REDACTED] Customer states he purchased an EOS 10 months ago. Customer states recently he noticed that his vehicle was shifting roughly from 1st gear when it was in tiptronic mode. Customer states vehicle speaker makes a buzzing sound. Customer states vehicle squeaks when it goes over bumps, Customer states recently vehicle stalled out three times when it was in first gear. Customer states his A/C blows hot air for the first 15 minutes. Customer states there is also an odor that comes from A/C when it is on. Customer states Dealer 409417 has ordered a new speaker for vehicle and it currently is on red order. Customer states he has been in loaner vehicle for two weeks. Customer states his vehicle has been down for 17 days. Customer states he first noticed these concerns when he took vehicle in for 10k service. Customer states vehicle has not found squeaking noise and vehicle is operating to manufacturer's specifications. Customer states he thinks that he has a lemon. Customer states Service Manager states vehicle has transmission concerns. Customer states Service Manager states he has contacted techline. Customer states Service Manager states does not see a light at the end of the tunnel in regard to repairs. Customer states Service Manager states he will be in contact with his FOM to find out when FOM will be in area. Customer states Service Manager states he will contact Customer back tonight with this time. Customer states seeking what recourse he should take if Dealer 409417 is unable to repair vehicle. CA advised Customer it is our goal to repair the vehicle under the terms of the warranty. CA advised Customer CA will contact Dealer 409417 to verify they are utilizing all of their technical resources to address concerns. CA advised Customer CA will follow up with Customer by 8/9 with an update. CA to E-mail Dealer 409417.				
SMITHER	08/07/2007 10:53:06 AM	Category Selection				

Unknown	409417
Pr. Part: 3437-Transmission housing	
Pr. Rsn: 44E Stalling	
Unknown	409417
Part: 4088-Suspension strut mounting	
Rsn: R22 Unusual suspension noises	
Unknown	409417
Part: 2114-Compressor	
Rsn: H01 Air conditioner not working properly	
Unknown	409417
Part: 2114-Compressor	
Rsn: H12 Heater/Air conditioner odor	
Unknown	409417
Part: 3730-Transmission ECM	
Rsn: 43D Complaint - Part Delays (No Error in Dealer Ordering)	

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SMITHER	08/07/2007 10:53:15 AM					Unknown 409417 Part: 7014-Loudspeaker cover Rsn: Z14 Speakers cut in/out
						Unknown 409417 Part: 3437-Transmission housing Rsn: T01 Auto/Hybrid - Shifts roughly
						Unknown 409417 Part: 3730-Transmission ECM Rsn: 41D Complaint - Length of time for repairs

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SMITHER	08/07/2007 11:03:46 AM	E-Mail To Mike Reynolds		409417		

The following customer has contacted Customer CARE seeking a vehicle repair update. Please review the details below:

Customer Name:

[REDACTED]

Model Year/Model:

2007 EOS

VIN:

WVWBA71F67V [REDACTED]

What customer is seeking?

The customer has stated that his vehicle has been down for 17 days. The customer is seeking assistance with repairs. Could you please tell me what the vehicle diagnosis is and if there is anything that I can do to provide assistance?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.
Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Eric Smith
Volkswagen Customer Care Advocate
Contractor

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Volkswagen of America 3499 West Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3511 CA to wait DLR 409417 E-mail.						
SMITHER	08/07/2007 02:52:59 PM	E-Mail From Mike Reynolds	409417			<p>Have already contacted the proper people ,tech line, fom ,tech feild rep we are not getting much help from tech line they can not tell us what to do have been in touch with the customer my self and he is looking for help from Volkswagen he thinks he has a lemon. I am waiting to here from Howard Hinsdale and tech line on what to do next</p> <p style="text-align: center;">Mike Reynolds</p> <p>CA to research.</p>
POWELLS	08/08/2007 09:25:09 AM	Note To CCC				Case reviewed.
DELANDG	08/08/2007 12:22:32 PM	Call From [REDACTED]				<p>(talked and typed by Adriana Cole: Mentoring Session 3)</p> <p>Customer states he is calling for an update on vehicle. CA advises that at this point in time we are still researching concerns and will follow-up by no later then the close of business on 8/9. Research.</p>
CLAYTOY	08/09/2007 10:33:33 AM	Call From [REDACTED]				<p>Customer states he is calling VW to advised the transmission control module part would not arrive for 10 to 14 days. Customer states his vehicle has already been down for about 2 weeks. CA advised the customer a part could take approximately 14 days to arrive depending on where the part is being shipped. CA advised the customer VW CCC would call dealer 409417 to verify if the part is on back order. CA advised the customer if the part is on back order VW CCC would track the part. CA advised the customer VW CCC would call the customer on 8-10-07. CA to call dealer 409417.</p>

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CLAYTOY	08/09/2007 10:44:15 AM	Call To Ron Southward		409417		CA inquired if the part is on back order. Parts manager advised yes. Parts manager advised the part number is 02E325025ADZ5J. Parts manager advised he has not ordered the part because he does not order parts for dealer 409417 until 11AM. Parts manager advised he is seeking the CA direct phone number. CA advised the Part manager of the CA direct phone number. Parts manager advised he would call later and advise the sales document number. CA to wait for dealer 409417 to call.
CLAYTOY	08/09/2007 01:00:13 PM	Voice Mail To [REDACTED]				Parts manager advised the sales document number is 1003887367. CA to forward the case to level 2.
CLAYTOY	08/09/2007 01:01:32 PM	Assigned To CCC				Dealer 409417 advised the part is on back order. The part number is 02E32502ADZ5J and the sales document number is 1003887367. Level 2 to research the part and CA to call the customer.
PRENTIM	08/09/2007 01:57:55 PM	Assigned To SMITHER				RC not able to locate Sales doc # or part # in parts system. Please verify both with PM.
SMITHER	08/09/2007 02:55:43 PM	Call To Ron Southward		409417		Part Manager states techline contacted him once again and was told to order a transmission for vehicle. Part Manager states part is currently in red-order status. Part Manager states sales number for part is 1003888485. CA to research.
CLAYTOY	08/10/2007 08:20:42 AM	Voice Mail From Ron		409417		The voice mail was received on 8-9-07 at 1:49PM. Parts manager advised per tech line dealer 409417 cancel the original part and ordered a transmission. CA to call dealer 409417.
CLAYTOY	08/10/2007 08:23:16 AM	Voice Mail From Ron		409417		The voice mail was received on 8-8-07 at 2:29PM. Parts manager advised the new sales document number is 100388485 for two parts. CA to call dealer 409417.

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SMITHER	08/10/2007 05:41:17 PM	Call To [REDACTED]				CA advised Customer CA has been in contact with Dealer 409417 and they have ordered a new transmission for vehicle. Customer states Dealer 409417 contacted him today and advised him of the part that is being ordered. Customer states Dealer 409417 advised him that vehicle part will be available in about ten days. Customer states vehicle is very new and he has become uncomfortable with vehicle. Customer states he is worried if vehicle transmission is already replaced in vehicle that something else may be next. Customer states he is aware of lemon laws. CA advised Customer we have contacted Dealer 409417 and will continue to follow up with repairs. CA advised Customer CA will document his concerns with vehicle. CA to call Dealer 409417.
SMITHER	08/21/2007 01:19:04 PM	Call To Don		409417		Service Advisor states he believes vehicle has been finished. Service Advisor states the Service Advisor who has handled Customer is on lunch at this time. Service Advisor states Service Advisor's name is Stanley. Service Advisor states to have CA contact Service Advisor at a later time. CA to call Dealer 409417.
SMITHER	08/24/2007 10:42:00 AM	Call To Stanley		409417		Service Advisor states vehicle is ready to be picked up today. Service Advisor states Service Manager is out until Monday. Service Advisor states Customer is on vacation and should be returning later on today. Service Advisor states bucking concerns began on 7/23. Service Advisor states vehicle has been down for approximately one month. Service Advisor states he believes Service Manager has been speaking to Customer about trade-in options. CA advised Service Advisor CA is researching vehicle diagnosis information. Service Advisor states he is not aware of any offers that have been made to Customer. CA to follow up with Dealer 409417.
POWELLS	08/28/2007 02:47:49 PM	Assigned To HERRINB				Please take ownership of case.
HERRINB	08/28/2007 03:45:06 PM	Voice Mail To Mike		409417		CA LMTRMC with Dealer 409417 Service Manager. CA advised Customer name, last 8 of VIN, reason for call, and CA direct line. CA to wait for dealer call.

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MCCALLL	08/29/2007 04:11:58 PM	Call From				
<p>Typed by Roben: Customer states he is calling to inquire what CCC is going to do to help him. CA advised the Customer that CCC is here to insure that his vehicle is operating to specifications and to make sure that the Dealer is utilizing all there technical resources. Customer states that he has not received a call regarding his case since the 8/10/07. Customer states that he has a meeting with the Service Manager and the VW representatives tomorrow to discuss a replacement vehicle. Customer states that the vehicle has been repaired, but he has no confidence in the vehicle. Customer states he is still can hear transmission noises. Customer states he would like CCC to conference in on his meeting tomorrow. CA advised the Customer that we would not be able to participate on a conference call that we are an inbound call center. CA advised Customer that the VW representative is the highest contact regarding making decisions on this level. Customer states that he feels like no one to advocate for him. CA advised the Customer that we are waiting on a call from the Dealer 409417 regarding his vehicle repairs. CA advised the Customer that CCC can follow up with Dealer 409417 regarding the meeting. Customer states that there is no reason CCC to contact Dealer at this point. No further action.</p>						
BALDWIA	09/05/2007 01:11:35 PM	Note To CCC				
<p>Customer left survey voicemail message. CA to contact Customer.</p>						
BALDWIA	09/05/2007 01:12:58 PM	Voice Mail To				
<p>CA LMTRMC. CA advised Customer CA was calling in regards to the survey voicemail message left. CA thanked Customer for the feedback and apologized for the concerns. CA provided CA's direct line and #800. CA to contact Customer in regards to the survey voicemail message.</p>						
BALDWIA	09/07/2007 10:45:47 AM	Voice Mail To				
<p>CA LMTRMC. CA advised Customer CA was calling in regards to the survey voicemail message left. CA thanked Customer for the feedback and apologized for the concerns. CA provided CA's direct line and #800. No further action.</p>						

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BALDWIA	09/07/2007 01:18:20 PM	Call From [REDACTED]				<p>Customer states he is returning CA call. CA thanked customer for his feedback and apologized for the concern. Customer states the dealer is ill equipped to address concerns. Customer states the dealer did not know what was the problem so they ordered a new transmission. Customer states the transmission arrived damaged and Dealer 409417 repaired the damaged transmission under the advise of VW and put it in the vehicle anyway. Customer states after getting the vehicle back he heard a sound from under the vehicle the dealer had not reinstalled the heat shield correctly. Customer states he is disappointed in VW, CCC, and the dealer. Customer states he is working with FOM and how the issue is handled from this point on will determine if he continues to own VW or Audi vehicles. Customer states the transmission is one of a half dozen recurring concerns he has had. Customer states he is giving VW a chance to make him a happy Customer. CA asked what would make Customer a happy customer. Customer states to have the issue resolved. Customer states which means he will have to work with FOM, correct. CA advised that is correct at this point. Customer asked if there was anything that CCC could do for him. CA advised CA can look into any request. Customer states he would just like for VW to do something that would retain him as a customer. Customer states he knows that is vague but that is what he wants. CA thanked Customer for his further feedback. No further action.</p>

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L						
	080261557	Customer Relations	WVWFA71F87V		10,000	
AUSTINS	07/21/2008 01:49:44 PM	Call From				
Reference: 80189001 Customer states: he wishes to be compensated for the time his car was down; he had to make a car payment in the month of May even though he did not drive his car; seeking reimbursement for car payment made. CO advised: would look into inquiry for Customer. CO to call Customer by COB 7/23. CO to call DLR 423320.						Inquiry 423320 Pr. Part: 3735-Automatic transmission Pr. Rsn: 77G Reimbursement Request
SCAVARA	07/21/2008 04:34:39 PM	Note To ccc				
Case reviewed. No follow up set.						
AUSTINS	07/21/2008 06:23:34 PM	Voice Mail To Philip Spagnoli		423320		
CO advised: call dealership to verify total downtime, whether concerns are resolved and if they provided any compensation. CO to wait DLR call.						
AUSTINS	07/22/2008 05:21:48 PM	Call To Philip Spagnoli		423320		
Left Message for SM: to call back. CO to wait DLR call.						
AUSTINS	07/23/2008 01:41:38 PM	Call To Philip		423320		
Service Manager states: he worked with tech line and they advised that the Customer needed a new megatronic unit; one was not available so Dealer replaced the entire transmission; car was repaired under warranty; his vehicle was at Dealer 423320 from 4/18-5/9 for 21 days. CO to call Customer.						
AUSTINS	07/23/2008 04:36:21 PM	Call To				
CO advised: had a few questions to ask Customer. Customer states: he can not hear CO please call back later in the week. CO to call Customer by COB Friday (7/25).						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
AUSTINS	07/24/2008 12:51:23 PM	Call To [REDACTED]				CO advised: wishes to know How many VW vehicles has he/his family owned, if he is leasing through VCI what is his monthly payment is and does he service at dealership. CO states: his family has owned many VW cars he purchased a Rabbit for his wife as a wedding gift, he had a Beetle in Mexico City; his second wife had a VW and his oldest daughter had a Jetta; he takes his vehicle to Dealer 423320 for maintenance and service so far; he is leased through VCI and his payment is \$623.31. CO to call Level 2.
MORITZD	07/24/2008 03:43:12 PM	Call From Scott				RC advised VW will offer a vehicle payment due to 20+ days down not to exceed \$400. Vehicle is only 13 months in service and 10K miles.
AUSTINS	07/24/2008 05:36:56 PM	Voice Mail To [REDACTED]				CO advised: W will offer a vehicle payment due to 20+ days down not to exceed \$400. CO to wait Customer call.
AUSTINS	07/25/2008 04:13:33 PM	Call From [REDACTED]				Customer states: he believes that deal is fair. CO advised: acknowledges this. CO neglected to inform Customer that he will need to send in his payment coupon. CO to call Customer.
AUSTINS	07/25/2008 04:17:20 PM	Call To [REDACTED]				CO advised: we would need a copy of CUST lease statement. CUST states: he is in the car and can not write information down. CO to leave VMM with CUST.
AUSTINS	07/25/2008 04:21:55 PM	Voice Mail To [REDACTED]				CO advised: of fax number and address to CCC. No further action pending Customer correspondence.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	080286588	Customer Relations	WVWFA71F17V [REDACTED]	12,000		
DEARB	08/13/2008 11:23:18 AM	Call From [REDACTED]				
Customer states the following: Original owner; Current mileage is 12000; Customer purchased vehicle; 2001 passat; 2003 passat; 2004 passat; Maintained at dealer(s): 420156; customer picked up vehicle yesterday; Vehicle location-customer residence; Vehicle concern/symptoms are vehicle had been surging; Customer is seeking/expecting VW to assist with vehicle payment; customer has been working with dealer 420156 for a month; customer picked up the vehicle last night; customer has been experiencing concerns with the vehicle surging and lunging; first time dealer advised vehicle is operating to manufacture specifications, second time the vehicle was reprogrammed to the factory specifications, third time dealer has now replaced the mechatronics; customer feels that transmission is still tight but will give it time; customer seeking a vehicle payment for not having her vehicle for a month. CO advised: we can review Customer information for assistance; follow up with customer no later than August 15. CO to email dealer						Complaint 420156 Pr. Part: 3885-Mechatronics Pr. Rsn: 95J Length of time for repairs
						Complaint 420156 Part: 1009-Cylinder block Rsn: H25 (MIL) Check Engine Light
						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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DEARB	08/13/2008 11:42:46 AM	E-Mail To Travis Eaton	420156			
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***** Email to teaton@osbornautomotive.com; *****

ACTION REQUIRED: [REDACTED] - Goodwill Request.

The following customer has contacted Customer CARE seeking goodwill.

Based on the information gathered below and the knowledge you have on this customer, please answer the following questions:

Should this customer receive Goodwill?

If yes, how much goodwill?

If no, please provide an explanation so that we may update our case notes.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFA71F17V [REDACTED]

Mileage: 12,000 miles

This customer/family has owned _4_ VWs in total.

This customer has serviced and maintained the vehicle at _dealer_____.

This customer states the vehicle has been serviced as recommended by Volkswagen.

This customer has had the following service experience including Roadside:

Customer states brought vehicle into dealer three times for concerns with surging. Customer states that most recently the vehicle had a mechatronic replaced and vehicle was down for 1 month.

The customer is seeking the following:

Customer is seeking a vehicle payment.

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Becky Dear
(248) 754-3639

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

CO to wait dealer email

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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DEARB	08/13/2008 03:24:57 PM	E-Mail From Travis Eaton	420156			
Subject: RE: ACTION REQUIRED: [REDACTED] - VW - DEALER EMAIL - Goodwill Request						

ACTION REQUIRED: [REDACTED] - Goodwill Request.

The following customer has contacted Customer CARE seeking goodwill.

Based on the information gathered below and the knowledge you have on this customer, please answer the following questions:

Should this customer receive Goodwill?

Yes, customer has been loyal to VW. Car was in the shop for a extended period of time due to parts being on backorder

If yes, how much goodwill?

I don't know what she is requesting, [REDACTED] picked up her EOS last night

If no, please provide an explanation so that we may update our case notes.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFA71F17V [REDACTED]

Mileage: 12,000 miles

This customer/family has owned _4_ VWs in total.

This customer has serviced and maintained the vehicle at _dealer_____.

Yes, all services have been done here

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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This customer states the vehicle has been serviced as recommended by Volkswagen.

Correct

This customer has had the following service experience including Roadside:

Customer states brought vehicle into dealer three times for concerns with surging. Customer states that most recently the vehicle had a mechatronic replaced and vehicle was down for 1 month.

The customer is seeking the following:

Customer is seeking a vehicle payment.

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.
Please select **REPLY TO ALL**, with your response to this e-mail.

Thank you in advance for your consideration.

Becky Dear

(248) 754-3639

CO to email dealer

DEARB	08/13/2008 03:26:15 PM	E-Mail To Travis	420156
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Hey Travis...thanks for the quick response... can you tell me how long the customer vehicle was down recently?

CO to wait dealer response

DEARB	08/13/2008 04:39:29 PM	E-Mail From Travis	420156
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July 11th till August 13th

Travis

CO to research

MORITZD	08/13/2008 05:11:08 PM	Call From Becky
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RC advised that VW will offer a vehicle payment as a GW gesture due to 30 days of downtime not to exceed \$450.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
DEARB	08/13/2008 06:20:48 PM	Call To	[REDACTED]			CO advised: calling with an update; researched Customer request; we can assist with vehicle payment up to \$450. Customer states: she will send in a copy of loan since she finances through a separate place. CO advised of fax number. No further action pending Customer mail
GJONAJC	08/14/2008 03:19:06 PM	Call From	[REDACTED]			Customer is seeking to speak with CO. CA to call CO.
GJONAJC	08/14/2008 03:19:36 PM	Call To Becky Dear				CA attempted to reach CO. CA to return to customer.
GJONAJC	08/14/2008 03:20:09 PM	Return To	[REDACTED]			CA returned to customer to advise that CO is assisting another caller. Customer states: that mil light is on ; dealer is going to pick up vehicle to return it to the shop; customer has picked up a rental; was without her vehicle one full month and less than 12 hours later the mil light is on; is looking into Colorado Lemon law; transmission is questionable; vehicle is unsafe; is frustrated after having spent this kind of money on a vehicle; had advised before that she did not want to pick up the vehicle unless it was operating correctly. Customer is seeking to update CCC that vehicle is back in the shop. CA advised: of VW obligation to work within the terms of the warranty; will contact dealer 420156 regarding the diagnosis and to ensure that they are using all of their technical resources to repair the vehicle; will follow up with customer no later than 8/18/08. CO to email dealer 420156 Service Manager.
GJONAJC	08/14/2008 03:26:03 PM	Category Selection				CO to email dealer 420156 SM.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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DEARB	08/14/2008 06:47:11 PM	E-Mail To Travis Eaton	420156			
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***** Email to teaton@osbornautomotive.com; *****

ACTION REQUIRED: [REDACTED] - Seeking a vehicle repair update

The following customer has contacted Customer CARE seeking a vehicle repair update. Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFA71F17V [REDACTED]

What customer is seeking? Customer states that she has concerns with MIL light coming on in the vehicle. Customer is seeking for the vehicle to be repaired.

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Becky Dear
(248) 754-3639

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CO to wait dealer response

CAMILOM	08/15/2008 09:20:31 AM	FAX From [REDACTED]
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Fax in doc center.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMILOM	08/15/2008 09:20:37 AM	Assigned To ccc				
MORITZD	08/15/2008 09:26:04 AM	Assigned To DEARB				
DEARB	08/15/2008 05:36:23 PM	Call To Travis Eaton		420156		
	CO advised: calling seeking an update on Customer vehicle. Service Advisor states: getting ready to return Customer vehicle; intake hose was loose; dealer adjusted hose; dealer is refueling vehicle and will take vehicle to customer. CO advised: we are offering customer a months vehicle payment for inconveniences. CO to contact Customer					
DEARB	08/15/2008 06:16:35 PM	Call From [REDACTED]				
	CO advised: calling seeking to update Customer on case; spoke with dealer; intake hose was loose and was addressed; dealer is going to be delivering customer vehicle; received information for reimbursement of customer vehicle payment; 4-6 weeks to cut check. CO to reassign					
DEARB	08/15/2008 06:25:12 PM	Note To CCC				
	Please send customer check in amount of \$450 per RC notes on 8/13/08. Thanks					
ROSECRA	08/18/2008 11:39:49 AM	Assigned To MERTAM				
MORITZD	08/18/2008 01:50:40 PM	Note To yi				
	RC received payment stub from KeyBank. RC to generate payment. Total:\$573.37					
CR_BATCH	08/23/2008 04:00:38 AM	Note To MORITZD				
	Check # 70905305 for amount \$ 573.37 mailed on 08/22/2008					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L						
Evelyn McGuire	090136848	Customer Relations	WVWBA71F87V		9,500	
LANDRYK	06/01/2009 01:17:40 PM	Call From David McQuire				Complaint 406483
	Please reference case number 90101884					Pr. Part: 3885-Mechatronics
	Customer states: is taking vehicle back to Dealer 406483 tomorrow; vehicle is still hesitating; RCM told him to call back when he had an appointment. CO advised: will update information; RCM will follow up with him by COB 6-3-09.					Pr. Rsn: E08
	CO to forward to RCM for review.					Stumbles/hesitates/dies in steady hwy driving
LANDRYK	06/01/2009 01:19:33 PM					
	Category Selection					
LANDRYK	06/01/2009 01:19:47 PM	Assigned To CCC				
	Please follow up with Dealer 406483; Customer will be taking vehicle back in 6-2-09 for hesitation; Customer can be reached on his home phone best between 12 p.m. and 5 p.m.					
	RCM to review.					
CAMPOSA	06/01/2009 01:49:19 PM	Assigned To CAMPOSA				
CAMPOSA	06/03/2009 09:00:01 AM	Call To Jack		406483		
	Service Manager advised: Dealer was working with Techline the better part of the day yesterday; vehicle requires a Mechatronics unit; customer's vehicle is drivable; customer was advised that the part is on order; Service Manager is not sure if customer is aware that this part will take 4-6 weeks to come in. RCM to call customer.					
CAMPOSA	06/03/2009 04:01:49 PM	Call To Mr. McQuire				
	RCM advised: following up with customer; understand from Dealer that the vehicle requires a mechatronics unit; this component is made to order so it will take 4 weeks to receive; wanted to make sure customer was aware of this; Dealer has assured RCM that customer's vehicle is safe to drive and will not leave customer or wife stranded; if vehicle seems rougher, feel free to contact Dealer; RCM asked customer if he required further follow up. Customer advised: will wait for vehicle to be repaired and will call RCM if he needs further assistance. No further action.					

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CASE NUMBERS SOURCE: All

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2007 Eos 2.0L						
	090138002	Customer Relations	WVWBA71FX7V	21,000		
ALEXANLA	06/02/2009 01:50:23 PM	Call From				Complaint 422228 Pr. Part: 3511-Mechatronic Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
Customer states that his vehicle was at Dealer 422228 last month due to concerns with the transmission with shifting and dealer ordered a valve body around 5/8 and the purchase order number is 9092004013 and the part number is 000325025XZ84; states dealer did not provide any information on the status of the part and Service Advisor gave CCC number and advised for Customer to call; states seeking to track his part and find out when part was actually ordered and when will it arrive. CO advised Customer that for that information VW best refers our customers to work directly with the parts department as they would have the best information and knowledge on any parts information; advised that CO can assign case to RCM to further research to try and obtain any possible information on parts status. Customer states that he doesn't see why his advisor would refer him to CCC just to have him go around in a circle; states advisor may have just been trying to get rid of him. CO advised Customer that it may be possible that Service Advisor thought that there was more that CCC could do beyond what the parts department at dealer could do; seeking to know the best time of day for contact. Customer states in the morning because he works nights and is asleep during the afternoons. CO advised Customer that if able RCM will follow up between 8am-12pm Customer time zone tomorrow 6/3 but by latest COB tomorrow 6/3. Customer acknowledged. CO to assign case to RCM.						Complaint 422228 Part: 3511-Mechatronic Rsn: T01 Auto/Hybrid - Shifts roughly
ALEXANLA	06/02/2009 02:15:49 PM	Assigned To RCM				Complaint 422228 Rsn: 69C Dealer Referred Customer to CARE
Customer seeking to have status of parts order and to know when part was actually ordered. Purchase order number is 9092004013 and the part number is 000325025XZ84. Call Customer at home during the morning if able but by latest COB tomorrow 6/3. RCM to research.						
ZEHELD	06/02/2009 02:33:28 PM	Assigned To CONLINR				
ZEHELD	06/02/2009 04:41:59 PM	Call To Anita (parts)		422228		
DP states Part Manager is not available. DP states mechatronic valve body is on order; part number is 1005656166; ordered on 5/8; doesn't have an ETA on part; cannot be red order but is on a warranty order which is the next fastest delivery. RCM to call level 2.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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ZEHELD	06/02/2009 04:46:32 PM	Call To Katie Fox				RC states cannot track these parts can be 4-8 weeks for delivery; suggested RCM inform Customer we can follow up with Dealer 42228 on 6/22 to see if the part arrived or invite the Customer to call back if further follow up is needed after 6/22; otherwise Customer should stay in touch with Dealer 422228 for the most current updates. RCM to call Customer.
ZEHELD	06/02/2009 05:09:04 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to wait Customer call.
CONLINR	06/03/2009 01:08:05 PM	Voice Mail To [REDACTED]				RCM advised: update available; provided CCC number. Pending Customer call, No further action
SHORTK	06/03/2009 02:19:50 PM	Call From [REDACTED]				Customer seeking to speak with RCM. CA to contact RCM.
CONLINR	06/03/2009 02:36:51 PM	Continued Comment With [REDACTED]				Customer states seeking update. RCM advised: order was placed on 5-8-09; part generally takes 4-8 weeks to arrive; if parts has not arrived by 6-22-09 Customer should contact CCC. Customer states: Dealer initially told Customer part takes 2 weeks to ship; Dealer charged Customer for rental on the first day of diagnosis. RCM advised: provided information regarding rental policy; advised Customer 2 weeks is incorrect as far the length of time for part to arrive. No further action

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 3.2L [REDACTED]	090144034	Customer Relations	WVWFB71F57V [REDACTED]	7,500		
GHIDROA	06/08/2009 06:13:12 PM	Call From [REDACTED]	Customer states: original owner; this is customer's second VW vehicle; maintains the vehicle at Dealer 422578; there have been 4-5 occasions throughout the ownership where the vehicle hesitated while on the road; this would happen randomly; each time Dealer advised that there are no fault codes showing; Dealer advised that there was a computer update that may solve the concern however California law now prohibits it; customer recently experienced the hesitation. Customer seeking to speak with a field representative. CO advised: the field representatives are a source for Dealers to contact. Customer states: Dealer 422578 Service Manager advised customer that customer should call CCC in order to speak with a field representative, customer would get further than Dealer would. Customer seeking to have the vehicle repaired once and for all or if it cannot be repaired then customer is seeking for VW to replace the vehicle. CO advised: once the vehicle is at Dealer, RCM can research and ensure that all technical resources have been engaged in repairing the vehicle. Customer states: he has an appointment set for 06-10-09. CO advised: RCM will evaluate customer's request and will follow-up with customer by COB on 06-11-09. CO to assign case to RCM.			Complaint 422578 Pr. Part: 3885-Mechatronics Pr. Rsn: E07 Stumbles/hesitates/dies in stop/go driving
GHIDROA	06/08/2009 06:29:18 PM	Assigned To CCC	Customer's vehicle is going to arrive to Dealer 422578 on 06-10-09. Please contact Dealer in order to evaluate customer's request of having the vehicle repaired in regards to the hesitation; customer is seeking for the vehicle to be replaced in case it cannot be repaired. Please follow-up with customer by COB on 06-11-09 on phone number [REDACTED] RCM to contact Dealer.			
CONLINR	06/08/2009 07:11:22 PM	Assigned To CONLINR				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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CONLINR	06/10/2009 01:22:58 PM	E-Mail To James Klepper		422578		
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***** Email to jklepper@cityvw.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFB71F57V [REDACTED]

Reason for Inquiry: Customer states his vehicle was brought to Dealer today to be diagnosed for hesitating concerns

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Ryan Conlin
(248) 754-3428

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RCM to wait Dealer email

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
DUBROCN	06/10/2009 06:09:29 PM	Call From [REDACTED]				Customer states: contacted CCC a couple of days ago; took vehicle to the Dealer 422578 today; the field rep did not meet him out there like the CO had stated. CA advised: CCC does not send out a rep to inspect the vehicle; the field rep is a Dealer resource; CCC was going to research his request of having the vehicle repaired or replace the vehicle; also to make sure the Dealer is using all their technical resources to repair that vehicle; a RCM will contact him by the COB on 6/11. Customer states so when does that mean the rep will come out to the Dealer. CA advised has the Dealer asked the rep to come out and look at the vehicle. Customer stated no. CA advised if the Dealer has not asked the rep to come out and inspect the vehicle then the rep will not come out to inspect the vehicle. Customer seeking to know what CCC is doing with this concern. CA advised a RCM will research his request for the vehicle to be repaired; will make sure the Dealer is using all their resources to repair this vehicle; if that cannot be done they will evaluate his replacement request; then they will contact him by the COB on 6/11. RCM to wait Dealer email.
CONLINR	06/11/2009 04:13:13 PM	Call To Jack Daniels		422578		(SM on vacation) RCM advised seeking diagnosis. SA states: mechatronics needs to be replaced as well as ignition switch; part # 000325025xz86; sales doc # 1005745314; order date is 6-10-09; ETA on part is 7-09-09. RCM to review with Level 2
CONLINR	06/11/2009 05:43:31 PM	Call From Shane		422578		SA states seeking call back at 619 275 7708. RCM to call Dealer
CONLINR	06/11/2009 05:59:26 PM	Call To Shane		422578		RCM advised returning SA call. SA states will gather days down with SM tomorrow. RCM advised will call Dealer tomorrow. RCM to call Customer
CONLINR	06/11/2009 06:40:48 PM	Voice Mail To [REDACTED]				RCM advised still researching concerns, RCM will call Customer by COB tomorrow. RCM to call Dealer
CONLINR	06/12/2009 02:07:56 PM	Call To Greg Peters				RC advised parts ETA may be available 6-18-09, RCM should check with Dealer at that time as it is possible this part may be shipped earlier than the normal 6-8 week time frame. RCM to call Customer

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	06/12/2009 02:58:46 PM	Voice Mail To [REDACTED]				
RCM advised: waiting on additional information regarding parts status; expecting to obtain additional information on 6-18-09; RCM will call Customer by COB 6-18-09; if Customer has any concerns or questions prior to 6-18-09, Customer should call CCC; provided CCC number. RCM to call Dealer on 6-18-09						
CONLINR	06/18/2009 02:01:39 PM	Note To CCC				
According to internal resources ETA on part arrival is early July; Dealer has confirmed July 9th as scheduled delivery date. RCM to call Dealer						
CONLINR	06/18/2009 02:26:46 PM	Voice Mail To Jim Klepper		422578		
RCM advised seeking to discuss Customer concerns. RCM to wait Dealer call						
CONLINR	06/18/2009 03:35:11 PM	Call From Jim Klepper		422578		
Service Manager states: working with QTM, who has advised that Dealer will be replacing transmission rather than wait for Mechatronics unit to arrive; FOM has requested Repair Order's from Dealer as Customer has pursued this legally and has an open file with Med/Arb; transmission should arrive tomorrow and at that point Dealer will call Customer to schedule an appointment to have this repaired. RCM advised seeking total days down. Service Manager states will research days down; Customer is currently driving Vehicle and is not accruing further days down. RCM advised will call Dealer tomorrow. RCM to call Customer to move follow up date.						
CONLINR	06/18/2009 04:34:56 PM	Voice Mail To [REDACTED]				
RCM advised still researching concerns; will call Customer by COB 6-19-09. RCM to call Dealer tomorrow						
CONLINR	06/19/2009 02:50:02 PM	Call To Jim Klepper		422578		
RCM advised seeking update. SM states: transmission arrived today; SM will be inspecting and installing transmission; SM will call RCM later on today with further updates. RCM to wait SM call						
CONLINR	06/19/2009 04:30:01 PM	Call From jim Klepper		422578		
SM states: transmission has been unboxed and inspected and is in proper working order; waiting for information from FOM as to how to proceed, as Customer is currently in Med/Arb pursuing this legally. RCM to contact FOM						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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CONLINR	06/19/2009 04:36:59 PM	E-Mail To Skip Redman	422578			
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Action Required: Customer Service Issue @ Dealer 422578

The following customer has contacted Customer CARE. After speaking with Jim Klepper I understand you have been involved in this case.

From my understanding the Customer has pursued this with Med/Arb. We had a transmission ordered as it was estimated to come in much quicker than the Mechantronics unit; I need to know if you want me to advise Customer we will continue to work within the terms of the warranty, or if there is any specific verbiage you would like me to use when discussing transmission replacement with Customer

Customer Name: [REDACTED]

VIN: WVWFB71F57V [REDACTED]

Model/Model Year: 2007 Eos

In-service Date: 12-13-07

Mileage: 7,500

What is the concern: Mechantronics needed to be replaced

What is the customer seeking: to get out of Vehicle due to these concerns, Jim Klepper has made me aware he has provided you with RO's for Customers warranty repairs

Next steps/CARE action: Wait for FOM decision regarding this, Although I do have to call the Customer today to provide some update, even if it is only to have Vehicle brought to Dealer to have repairs take place

Thank you for your help.
Ryan Conlin
RCM to wait FOM email

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	06/19/2009 04:45:02 PM	Call From Skip Redman		422578		FOM states: VW will continue to work within the terms of the warranty; we should not offer compensation as Customer is currently working with Med/Arb, and Med/Arb can offer compensation if they deem it appropriate; will call Dealer to discuss concerns. RCM to call Dealer
CONLINR	06/19/2009 04:48:45 PM	Voice Mail To Jim Klepper		422578		RCM advised have spoken with FOM; will be calling Customer to have Customer call Dealer to schedule an appointment; VW will continue to work within the terms of the warranty. RCM to call Customer
CONLINR	06/19/2009 04:51:26 PM	Voice Mail To [REDACTED]				RCM advised: update available; provided CCC number. RCM to wait Customer call
CONLINR	06/22/2009 11:59:37 AM	Voice Mail To [REDACTED]				RCM advised following up on Customer concerns; update available; provided CCC number. RCM to assign to Team 5
CONLINR	06/22/2009 12:00:20 PM	Assigned To Fox				Team 5 to issue BBB letter
BICKMAD	06/23/2009 05:24:58 AM	Assigned To HERRINB				
HERRINB	06/25/2009 07:56:14 PM	Mail To [REDACTED]				Letter generated and sent. CA to reassign.
HERRINB	06/25/2009 07:56:25 PM	Assigned To CONLINR				RCM to review and close.
CONLINR	06/25/2009 08:09:12 PM	Note To CCC				RCM reviewed. No further action

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L						
	090163515	Customer Relations	WVWBA71F17V	26,406		Complaint 425117 Pr. Part: 3885-Mechatronics Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
GIROUXS	07/02/2009 06:03:58 PM	Call From BILLECK				Inquiry Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 76G Non-dealer issue
	Customer states: vehicle has had so many problems from day one; brought to dealer 425117 because the vehicle is constantly jerking and lurching at stops and when trying to get going from a stop; customer doesn't feel safe in vehicle at all; dealer diagnosed vehicle after about a week and advised that they are ordering a mechatronics unit and that it will be a while and that customer might as well take car; car is still lurching, and customer doesn't want to drive car anymore; doesn't want to wait for part. CO advised: mechatronics is a VIN specific componant, one that needs to be special made specifically for customers very car; will be manufactured in Germany and shipped over, and that will take some time, up to 6-8 weeks; seeking to know if customer asked for a loaner/rental vehicle from dealer. Customer states can't get through to anyone there to make request. CO advised: will assign to RCM to review request for assistance; RCM will follow up with customer by COB on Monday. Customer acknowledged. CO advised if customer is seeking a quicker resolution, customer should speak with dealer service manager and CO provided his name. Customer thanked. CO to assign to RCM.					
GIROUXS	07/02/2009 06:08:25 PM	Assigned To ccc				
	Please review customers request for a loaner vehicle. Customer is currently waiting for Mechatronics unit, dealer released vehicle to customer. Please follow up with customer by COB on Monday 7/6/09. RCM to email dealer.					
BALDWIA	07/06/2009 09:08:46 AM	Assigned To BALDWIA				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	07/06/2009 09:23:13 AM	E-Mail To Parker Watson		425117		

***** Email to parker.watson@automax.com; *****

ACTION REQUIRED: Service Experience

Hello! The following customer has contacted Customer CARE regarding feedback with their service experience. Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVVBA71F17V [REDACTED]

Customer concern:

Customer states a mechatronics unit has been ordered for his vehicle and the vehicle was released back to him even though it is jerking and lurching.

The customer is seeking the following:

Customer is seeking a rental or loaner vehicle.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Aaron Baldwin
(248) 754-3581

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Wait dealer email.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	07/06/2009 11:45:52 AM	E-Mail From Parker Watson	425117			
THE CUSTOMER WAS OFFERED A RENTAL ON JULY 3						
RCM to email Part Manager.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	07/06/2009 11:47:52 AM	E-Mail To Raul Quesada	425117			

***** Email to partsmanager@automax.com; *****

ACTION REQUIRED: Back Ordered Part(s)

Hello! The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVVBA71F17V [REDACTED]

Customer's Description of Part:
Customer states it is a mechatronics unit.

Requested Information

- 1) Part Number:
- 2) Sales Document Number:
- 3) Order Date:

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Aaron Baldwin
(248) 754-3581

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Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Wait dealer email.						
BALDWIA	07/06/2009 03:18:18 PM	Call To [REDACTED]				RCM advised calling regarding concern with alternate transportation. Customer states Dealer has provided him alternate transportation. RCM advised waiting on information from Part Manager regarding part so that RCM can attempt to obtain an ETA; will call Customer as soon as an update is available but no later than COB on Wednesday 7-8-09. Wait dealer email.
BALDWIA	07/08/2009 09:16:07 AM	Call From Rusty		425117		RCM advised calling regarding customer concern; part is ordered as a red order; part number 02E325025ADZ84, Sales doc number 1005784824; ordered June 24th; Part Manager was only advised the part could be 4-5 weeks. RCM advised will see if RCM can get a more specific time frame for the part arrival. RCM to call customer.
BALDWIA	07/08/2009 05:26:08 PM	Call To [REDACTED]				RCM advised the part is VIN specific and can take 4-6 weeks to be built and shipped; was ordered June 24th so part is likely still a couple of weeks off. Customer states this seems to be a common concern; can find information on the internet about it; Customer just wants his vehicle fixed. RCM advised that is what we want also; will follow up no later than July 24th for an update. RCM to follow up with dealer July 23rd.
BALDWIA	07/23/2009 11:08:13 AM	Call To Curtis		425117		RCM advised seeking to know if there was an update. Part Manager advised the part has been on red order for several weeks and the only update that he has been provided is that it is due in July. RCM to contact Level 2.
BALDWIA	07/24/2009 04:10:09 PM	Assigned To unassigned				Please research for possible ETA on the mechatronic; Dealer has advised that the part is still listed as being mid to late July 02E325025ADZ84, Sales doc number 1005784824; ordered June 24th. RCM to call customer.
BALDWIA	07/24/2009 04:12:55 PM	Voice Mail To [REDACTED]				RCM advised still looking into the concern; part is listed as being available mid to late July; RCM is still researching for more specific date; will call customer no later than Wednesday 7-29-09 with an update. RCM to wait for Level 2.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PRENTIM	07/24/2009 04:17:01 PM	Assigned To BALDWIA				As stated ETA is mid to late July, please allow another 2 weeks for part to arrive at dealership.
PRENTIM	07/28/2009 02:50:03 PM	E-Mail To Parts				RC asked for clarification on ETA of mechatronic unit. RC to wait parts.
PRENTIM	07/29/2009 11:45:44 AM	E-Mail From Hope Warren				Please be advised that we have been informed by Germany and Upper Management that all 000 and 02E Mechatron orders placed before July 31, 2009 will be delivered to the dealership on or before August 7, 2009. The dealer has checked the Car Down Box for this order and has received an updated ETA of 8/7/09. I will keep an eye on this order for you and will advise as soon as it has shipped. RCM to follow up on 8/7/09.
BALDWIA	07/29/2009 01:31:44 PM	Call From Parker Watson	425117			RCM asked if the part had arrived. Service Manager advised it has not but is expected in the middle of August. RCM to call customer.
BALDWIA	07/29/2009 04:12:41 PM	Voice Mail To [REDACTED]				RCM advised RCM has done further research and the part should be delivered to DLR on or before August 7; RCM will follow up with the dealer and call custoemr by COB on August 7. RCM to follow with dealer.
PRENTIM	08/05/2009 11:39:00 AM	E-Mail From Hope Warren				Please be advised that this order is processing in the German system at this time. This order will most likely ship tomorrow. I will provide updated information as soon as it is available. RCM to continue to follow up with dealer.
PRENTIM	08/06/2009 03:33:57 PM	E-Mail From Hope Warren				Please be advised that this order shipped from Germany today via FedEx Tkg# 413036893424. This part is expected to arrive at the dealership on 8/11/09. RCM to follow up.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	08/07/2009 10:15:32 AM	Call To Curtis- Parts		425117		RCM advised seeking to speak to Part Manager. DP advised Part Manager is out of the office at their other location. RCM advised received message about customer part had shipped yesterday. RCM to call customer.
BALDWIA	08/07/2009 10:18:58 AM	Voice Mail To [REDACTED]				RCM advised that RCM received an update that the part had shipped yesterday so it should be at dealer very soon; RCM will follow up with dealer on Tuesday 8-11-09 and call customer with an update then. RCM to follow up.
BALDWIA	08/11/2009 10:03:23 AM	Call To Curtis- Parts		425117		RCM advised seeking to know if the part had arrived. DP advised the part has arrived, came in Friday evening. RCM to call customer.
BALDWIA	08/11/2009 10:11:04 AM	Voice Mail To [REDACTED]				RCM advised spoke to dealer and was advised the part has arrived; if customer has not been contacted yet then customer can call to set an appointment with dealer for repair; RCM will send customer a check in the amount of \$200 as a Goodwill gesture so customer can take his family out to a nice dinner as a Goodwill gesture due to the time customer was waiting for the part to arrive; gift check can take 4-6 weeks to arrive but many people receive it sooner; if customer has further questions can call CCC. RCM to generate check request.
BALDWIA	08/11/2009 10:15:14 AM	Note To CCC				WVWBA71F17V [REDACTED] VW to send customer \$200 gift check for customer to take his family out for a nice dinner as Goodwill gesture due to time down waiting for the part. RCM to wait for check.
CR_BATCH	08/15/2009 04:00:29 AM	Note To BALDWIA				Check # 70928987 for amount \$ 200.00 mailed on 08/14/2009

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L						
[REDACTED]	090172394	Customer Relations	WVWFA71FX7V [REDACTED]	27,000		
YOUNGLI	07/14/2009 08:19:58 AM	Call From [REDACTED]				Complaint 425019 Pr. Part: 3511-Mechatronic Pr. Rsn: E20 Engine lacks power when engine cold
Customer states: vehicle currently at Dealer 425019, Original owner; Customer leased from VCI; This customer/family has owned 4 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; No additional warranty/Service contract; vehicle not drivable; Customer is seeking/expecting vehicle payment; this customer perceives this to be a premature failure; The customer was driving when all the lights started flashing and then the vehicle would not reverse or shift out of gear, the vehicle was towed to the Dealer 425019, it has been at the Dealer for a month, the Dealer had the customer in a loaner, but now is requesting for the Customer to get a rental vehicle as transmission part has been on back order (customer not sure of what part), it could be as late as August before the part comes in, and Customer monthly payment is \$600 for her lease vehicle; Customer is seeking to a lease payment. CO advised, will need to escalate concern by escalating to RCM to research and follow up with Customer. Customer stated, she is available all day at [REDACTED] (if Dealer is contacted, she is know as [REDACTED]). CO to assist to RCM.						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
YOUNGLI	07/14/2009 08:27:07 AM	Assigned To CCC				Complaint 425019 Part: 3735-Automatic transmission Rsn: T07 Auto/Hybrid - Gearshift hard to operate
Customer is seeking to get a lease payment, vehicle down for a month, Customer can be reached all day at [REDACTED] RCM to email the Dealer.						
BALDWIA	07/14/2009 09:03:03 AM	Assigned To BALDWIA				Complaint 425019 Part: 3735-Automatic transmission Rsn: H98 Other Warning Light
						Complaint 425019 Part: 3511-Mechatronic Rsn: 04Q Order Fill Time

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	07/14/2009 09:07:40 AM	E-Mail To Steve Mulholland		425019		

***** Email to smulholland@boardwalkag.com *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFA71FX7V [REDACTED]

Reason for Inquiry:

[REDACTED] states she has been waiting for over a month for transmission repair.

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Aaron Baldwin
(248) 754-3581

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Wait dealer email.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	07/14/2009 10:07:01 AM	Call From Steve Mulholland	425019			Service Manager advised the vehicle is waiting on a mechatronic unit; vehicle came in around June 12th. RCM asked if mechatronic that was mislabeled for another of RCM's customers was the unit for this vehicle. Service Manager advised it was not; Service Manager would check with parts for ETA and call RCM back. RCM to wait dealer call.
BALDWIA	07/14/2009 10:14:15 AM	Call From Steve Mulholland	425019			SM advised PM advised that the ETA is July 20th but part may not arrive on that date because there have been so many that have been needed lately. RCM advised will advise custoemr it is expected next week. RCM to call customer.
BALDWIA	07/15/2009 04:27:58 PM	Call To [REDACTED]				RCM advised spoke to SM who advised the part is expected next week; we will offer customer 1 month's vehicle payment as GW gesture; provided fax number and reference number; recommended to keep making vehicle payments as scheduled as can take some time to post to the VCI account. CUST states DLR advised the part can be pushed back to August and her lease is up in September can she get out of the lease early without penalties; asked how CCC credit will affect her automatic payment. RCM advised she should speak to VCI about both questions; RCM will follow up with dealer Tuesday 7-21 and call customer back. Wait customer fax.
WILLIAC2	07/16/2009 11:23:47 AM	FAX From [REDACTED]				Fax in doc center.
BALDWIA	07/17/2009 10:03:11 AM	Note To CCC				843298351, WVWFA71FX7V [REDACTED], [REDACTED] VW to reimburse 1 month vehicle payment as Goodwill gesture due to time customer has been without the vehicle, Total=\$590.39. Wait for check.
BALDWIA	07/20/2009 12:38:23 PM	Voice Mail To Steve Mulholland	425019			RCM advised calling regarding customer concern; seeking to know if the part had arrived as of yet. Wait dealer call.
BALDWIA	07/21/2009 05:24:28 PM	Voice Mail To Steve Mulholland	425019			RCM advised calling regarding concern; seeking an update on the part status. RCM to call customer.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	07/21/2009 05:28:05 PM	Call To [REDACTED]				RCM advised waiting on update from dealer regarding part status. CUST states she has already sent the statement in for the vehicle payment. RCM advised we have recieved that and began the process of the credit; we will call customer by COB Thursday 7-23-09. Wait dealer call.
BALDWIA	07/22/2009 12:44:13 PM	Call To Steve Mulholland		425019		RCM advised seeking an update on part status. Service Manager advised he did not have an update but would check for any further information; last update was for 7-20 which was the same date for another customer that Service Manager did follow up for specific update and was told it was 7-28-09 that it should be expected so Service Manager would think it would be a similar ETA. RCM to wait dealer call.
BALDWIA	07/23/2009 04:10:02 PM	Voice Mail To Steve Mulholland		425019		RCM advised calling regarding concern; seeking update. Wait dealer call.
PETERSG	07/23/2009 04:41:53 PM	Call To Ms. [REDACTED]				RC advised that there is an ETA of 7/28/09. RC advised that we will follow up again with her on 7/28/09. NOTE: Customer said the dealer provided an ETA of 8/11/09. RC advised we will follow up again with her on 7/28/09 to let her know what we have found out. RCM to follow up again on 7/28/09/
CR_BATCH	07/25/2009 04:00:44 AM	Note To BALDWIA				Amount for \$ 590.39 was Posted on 07/24/2009. AP reference number: 40039233
BALDWIA	07/28/2009 10:39:56 AM	Voice Mail To Steve Mulholland		425019		RCM advised seeking an update on if the part arrived. Wait dealer call.
BALDWIA	07/28/2009 02:49:55 PM	Voice Mail From Steve Mulholland		425019		Service Manager advised the part has arrived. RCM to call customer.
BALDWIA	07/28/2009 03:44:13 PM	Call To [REDACTED]				RCM advised calling regarding customer concern; Dealer advised the part has arrived; Dealer should have customer back in her vehicle in the next couple of days. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	090178970	Recovery	WVWFA71F77V [REDACTED]			<hr/> Inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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NARDONP	07/21/2009 01:30:47 PM	E-Mail To Jonn Olson		402408		
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John,

We are proactively making outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed the VINs for each mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts.

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
2. Have you offered the customer any goodwill? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.
3. What, if any, arrival date has been communicated to the customer?
4. Any other pertinent information you feel would be helpful?

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. All of your help is greatly appreciated.

3VWRJ71K78M

WVWHV71K77W

WVWFA71F77V

3VWRL71KX9M

3VWRJ71K28M

WVWFA71F38V

WVWBA71F58V

Thank You,
 Pete Nardone
 Central Region Case Manager
 Contractor
 Volkswagen of America
 3499 West Hamlin Road
 Rochester Hills, MI 48309
 248-754-3383

Wait Dealer 402408 email.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/22/2009 09:06:22 AM	E-Mail From John Olson		402408		Customer not in loaner. No Goodwill has been offered. No ETA has been provided to Customer. RCM to assign to CA.
NARDONP	07/22/2009 09:06:43 AM	Assigned To MANNAE				
MANNAE	07/28/2009 11:39:36 AM	Call To [REDACTED]				CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. Customer states vehicle feels like a manual and it's chugging bad and anytime there is a passenger in the vehicle they get nauseous. CO asked if customer would like to be set up in a loaner till the part comes in. Customer states would like to give that some thought and if so will speak with dealership and to call him when part comes in. CO advised may call CCC at 800-444-8982, also advised dealership will follow up with customer on once part arrives, as parts are starting to get shipped out end of July or beginning of August. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	090179714	Recovery	WVWFA71F37V [REDACTED]			
SMITHN	07/22/2009 09:05:43 AM	Assigned To ZEHELD				
RCM to send Dealer 426085 mechatronic email.						Inquiry 426085 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/23/2009 02:13:53 PM	E-Mail To Neil Vitro		426085		
We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.						
Customer Name: [REDACTED]						
Model Year/Model: 2007 Eos						
VIN: WVWFA71F37V [REDACTED]						
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner?						
2) Have you offered any goodwill?						
3) What part arrival time has been communicated to the customer?						
4) Other pertinent information that you think we should be aware of?						
If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
Thank you in advance for your help.						
RCM to wait Dealer 426085 e-mail.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/23/2009 05:15:58 PM	E-Mail From Neil Vitro		426085		
		in loaner				
		no goodwill offered				
		part arrival has been communicated				
		customer seems ok at this time				
		Neil				
		RCM to assign to outbound project CO.				
ZEHELD	07/23/2009 05:16:44 PM	Assigned To MANNAE				
		CO to call Customer.				
ABDULAM	07/30/2009 02:29:08 PM	Call To [REDACTED]				
		Customer states Dealer called and advised him vehicle should be repaired by either tomorrow or Monday. No further action.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	090181081	Recovery	WVWFA71F67V [REDACTED]			<hr/> Inquiry 401425 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT	07/23/2009 02:03:17 PM	E-Mail To Justin Koelker		401425		
(RCM also CC'd FOM Mark Watson).						

ACTION REQUIRED: Mechatronic update - 401425

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFA71F67V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Therese Szymanski
VWoA Customer CARE Center
Eastern Region Case Manager

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

Phone: 248-754-3699

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
mailto:therese.szymanski@vw.com RCM to wait dealer 401425 e-mail.						
ZIEHMEC	08/05/2009 01:07:36 PM	Note To CCC				
	090181107	Recovery	WVWBA71F07V			
CONLINR	07/23/2009 02:18:01 PM	Note To CCC				Inquiry 422235
RCM to send mechatronic email to Dealer						Pr. Part: 3885-Mechatronics
CONLINR	07/23/2009 05:49:34 PM	Call To Joe Baker		422235		Pr. Rsn: 81K Mechatronics
RCM advised seeking: rental information, goodwill information, and whether the Customer has been provided an ETA on parts arrival. SM states: Customer traded in Vehicle; the Dealer now owns this Vehicle and it is sitting waiting for unit to come in. RCM to review						Outbound
CONLINR	07/23/2009 06:30:41 PM	E-Mail To Dawn Dameron				
Hey Dawn, WVWBA71F07V 2007 Eos						
The Customer traded the Vehicle in to the Dealer. The Dealer now owns the Vehicle as one of their loaner cars. No goodwill or rental are needed, obviously. Wanted to let you know in case anyone else runs into this issue. I will be closing this file, let me know if you want any further action to occur!						
Ryan No further action						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L						
	090187623	Recovery	WVWBA71F27V			
EDWARDAM	07/31/2009 09:47:09 AM	E-Mail To John		408160		inquiry 408160 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
<p>Good Morning John,</p> <p>As you already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.</p> <ol style="list-style-type: none"> 1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner? 2. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers. 3. What, if any, arrival date has been communicated to the customer? 4. Any other pertinent information you feel would be helpful? 5. Is FOM involved? <p>VIN #: WVWBA71F27V</p> <p>Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.</p> <p>Thank you for your assistance, Amanda Edwards</p> <p>RCM to wait Dealer 408160 e-mail.</p>						
EDWARDAM	07/31/2009 10:53:57 AM	E-Mail From John		408160		
<p>Good morning.</p> <p>The part just came in this morning.</p> <p>John</p> <p>RCM to assign to CA to review.</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/31/2009 10:54:10 AM	Assigned To MANNAE				
MANNAE	07/31/2009 10:59:08 AM	Note To ccc				
	090189601	Customer Relations	WVWFA71F37V	7,000		
MURPHYJ	08/03/2009 03:17:37 PM	Call From				Complaint 426085 Pr. Part: 3885-Mechatronics Pr. Rsn: 10T Unusual transmission noises
Spouse states: vehicle had been down for five weeks for a mecatronic valve replacement; Spouse pick vehicle up on Friday 7/31/2009, when engine was hot, smelled like vehicle was overheating; Spouse had recognized the smell from when mecatronic valve was needing to be replaced. Spouse states that this is not satisfactory; is going to bring the vehicle into Dealer 426085 again for same concern. Spouse seeking: to have vehicle repaired for good; is concerned about resale value of vehicle. CA advised: once Spouse has appointment for vehicle to be taken into Dealer, or once vehicle is at Dealer, to call CCC so escalation to RCM can take place. No further action pending customer callback.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 3.2L [REDACTED]	090195075	Recovery	WVWDB71F87V [REDACTED]			
ZIEHMEC	08/07/2009 10:29:00 AM	Note To CCC				Inquiry 402134
RCM to e-mail dealer	402134					Pr. Part: 3885-Mechatronics Pr. Rsn: 36A Rental/Loaner
						Inquiry 402134
						Part: 3885-Mechatronics Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:30:18 AM	E-Mail To Darren	402134			
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWDB71F87V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer
248-754-3577
RCM backup

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 402134 e-mail.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 03:09:28 PM	E-Mail From Darren	402134			
		1) NO				
		2) NO				
		3) DO NOT KNOW, MAYBE WITHIN A COUPE OF WEEKS				
		4) CUSTOMER TOOK CAR AND IS DRIVNG, WAS NOTIFIED THAT IF THE SHIFTING GETS WORSE, WE'LL PUT HIM IN A CAR				
		RCM to assign to CO.				
ZIEHMEC	08/07/2009 03:13:50 PM	Assigned To MANNAE				
		RCM assigned to CO. CO to call customer.				
MANNAE	08/07/2009 03:27:34 PM	Call To [REDACTED]				
		CO followed up with customer and apologized for any inconvenience with parts delay, inquired if customer was comfortable driving vehicle. Customer states vehicle is jerking and it's ok, seeking to know why VW hadn't made them aware of concerns being it's wide spread. CO advised it's not an open campaign or warranty extension, if customer is experiencing concerns we are aware the part is on a back order and also being the part is being made specifically for vehicle it makes it take longer, advised if anything should come up in the future he would be notified by mail. Customer states just wants to be made aware should it be safety related, and seeking to know if his wife can get a mid size loaner being she is 8 months pregnant, states this is not first concern he has had with his vehicle. CO advised will review his request and call customer by COB Monday 8-10-09. CO to reassign to RCM.				
MANNAE	08/07/2009 03:37:54 PM	Assigned To RCM-Central				
		Customer seeking to get a mid size loaner vehicle for his wife to drive as she is 8 months pregnant while part comes in. RCM to call dealer.				
NARDONP	08/07/2009 04:05:14 PM	Assigned To NARDONP				
NARDONP	08/10/2009 11:25:09 AM	Voice Mail To Darren Lindemann	402134			
		RCM LMTRMC. RCM to wait Service Manager call.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/10/2009 02:09:49 PM	Call From Darren Lindemann	402134			Service Manager states he would be able to hold an Audi A4 as a loner for Customer if he wanted. RCM advised we will contact Customer and let them know we would be able to get them a loaner if they did not feel comfortable with the current vehicle. Service Manager states he would just need to know if Customer wanted the vehicle. RCM to call Customer.
NARDONP	08/10/2009 02:39:50 PM	Note To CCC				ETA expected 8/21. RCM to call Customer.
MANNAE	08/10/2009 04:24:37 PM	Call To [REDACTED]				CA advised customer we have spoken with SM at 402134 and he advised they have a Audi A4 loaner, advised customer to call SM to advise if he would like to pick up vehicle, advised ETA is 8-21-09. Customer states he will call SM tomorrow to advise on loaner. CA to call dealer 402134.
MANNAE	08/10/2009 04:27:03 PM	Call To Darren	402134			CA advised of customer concerns with loaner and that customer will be calling SM tomorrow. RCM to review and close.
NARDONP	08/10/2009 04:31:31 PM	Note To CCC				RCM reviewed and closed. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	090197379	Recovery	WVWFA71F87V [REDACTED]			
ZIEHMEC	08/10/2009 04:37:19 PM	Note To CCC				
CO to e-mail dealer 401057						
						Inquiry 401057
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:16:16 PM	E-Mail To Patrick	401057			

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFA71F87V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna

Volkswagen Customer Care Advocate

Contractor

Volkswagen of America

3499 West Hamlin Road

Rochester Hills, MI 48309

Phone: 248-754-3420

Fax: 248-754-6504

extern.eva.manna@vw.com

CO to wait dealer e-mail.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/11/2009 03:34:20 PM	Voice Mail To Patrick		401057		
	CO LMTRMC or respond to e-mail. CO to wait dealer call.					
MANNAE	08/11/2009 04:13:43 PM	E-Mail From Patrick		401057		
	Eva					
	I have not offer any good will at the present moment. I have provided a loaner (VW) for her and I do not have an ETA as of yet when we expect the part. Our FOM has authorize a payment of her loan however I don't think she owes on this vehicle.					
	Patrick Collins Service Manager Dlr Code : 401057 781-541-7715 CO to e-mail dealer.					
MANNAE	08/11/2009 04:18:08 PM	E-Mail To Patrick		401057		
	You are right she doesn't have an account with VW Credit.. we can always offer dealership services if you would like, and you can present it to the customer and we can just send it out over here.. let me know if this is what you would like to happen.. I'm going to start making calls in a little bit. Thanks.					
ABDULAM	08/11/2009 04:50:48 PM	Call To [REDACTED]				
	CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. Customer states she is okay with the loaner, although it is not a convertible. CO advised that dealer has escalated the issue and dealer is monitoring the order closely and will be in touch with customer once part arrives. CO advised if Customer has any questions she can contact the dealer or VWoA. CO thanked Customer for her time. No further action.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 09:17:05 AM	E-Mail From Patrick		401057		

Eva

We spoke to the customer last night and offer to fix a little ding in her door and complete recon and she was happy with that so there is nothing else needed for compensation for the vehicle being down.

Patrick Collins
Service Manager
Dlr Code : 401057
781-541-7715
No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	090197385	Recovery	WVWFA71F77V [REDACTED]			
ZIEHMEC	08/10/2009 05:03:27 PM	Note To CCC				
CO to e-mail dealer 402184						
						Inquiry 402184
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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MANNAE	08/10/2009 06:32:09 PM	E-Mail To Jim		402184		
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ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2007 Eos

VIN: WVWFA71F77V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna

Volkswagen Customer Care Advocate

Contractor

Volkswagen of America

3499 West Hamlin Road

Rochester Hills, MI 48309

Phone: 248-754-3420

Fax: 248-754-6504

extern.eva.manna@vw.com

Eva Manna

Volkswagen Customer Care Advocate

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Contractor Volkswagen of America 3499 West Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3420 Fax: 248-754-6504 extern.eva.manna@vw.com CO to wait dealer e-mail.						
MANNAE	08/11/2009 03:59:05 PM	Voice Mail To Larry Cohen		402184		
	DP states new SM is Larry, Jim became the parts manager. CO LMTRMC. CO to wait dealer call.					
ABDULAM	08/12/2009 09:38:02 AM	Call To Larry		402184		
	Service Manager states part is not in, No ETA, No FOM involvement, No loaner, Customer is okay driving their vehicle, and no Goodwill offered. CO to call Customer.					
ABDULAM	08/12/2009 02:19:57 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her 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 her vehicles repairs she 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.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L [REDACTED]	090197428	Recovery	WVWDA71F07V [REDACTED]			
ZIEHMEC	08/10/2009 05:12:12 PM	Note To CCC				
CO to e-mail dealer 425152						
						Inquiry 425152
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 05:40:40 PM	E-Mail To Chad		425152		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2007 EOS

VIN: WVWDA71F07V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna
Volkswagen Customer Care Advocate
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
Phone: 248-754-3420
Fax: 248-754-6504
extern.eva.manna@vw.com
CO to wait dealer e-mail.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:38:55 PM	E-Mail From Chad		425152		
1) Is the customer in a rental or loaner? Customer in a Rental Car						
2) Have you offered any goodwill? No						
3) What part arrival time has been communicated to the customer? Red Ordered = 10 Business Days						
4) Other pertinent information that you think we should be aware of? Customer had brought in several times before we were able to locate the problem. But customer comments he is happy we have finally found the problem.						
CO to call customer.						
MANNAE	08/11/2009 12:53:38 PM	Voice Mail To				
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.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Eos 2.0L						
	090199414	Recovery	WVWDA71F87V			
ZIEHMEC	08/12/2009 09:15:02 AM	Note To CCC				
CO to contact dealer 422607						Inquiry 422607
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
ABDULAM	08/12/2009 11:33:00 AM	E-Mail To Thomas		422607		
Thomas,						
We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:						
1) Is the customer in a loaner/rental?						
2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?						
3) What part arrival date have they communicated to the customer?						
The Customers that I am seeking this information on is:						
Raquel Williams - WVWDA71F87V						
If you can please reply to all I would						
Martin Abdulahad						
VWoA Special Projects						
3499 W Hamlin Rd.						
Rochester Hills, MI 48309						
Tel. (248) 754-3536						
Fax. (248) 754-6504						
Mailto:martin.abdulahad@vw.com						
www.vw.com						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ABDULAM	08/12/2009 11:34:24 AM	Note To ccc				
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Thomas,

We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:

- 1) Is the customer in a loaner/rental?
- 2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?
- 3) What part arrival date have they communicated to the customer?

The Customers that I am seeking this information on is:

Raquel Williams - WVWDA71F87V

If you can please reply to all I would

Martin Abdulahad

VWoA Special Projects

3499 W Hamlin Rd.

Rochester Hills, MI 48309

Tel. (248) 754-3536

Fax. (248) 754-6504

Mailto:martin.abdulahad@vw.com

www.vw.com

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/12/2009 11:36:19 AM	E-Mail To Mark		422607		
<p>Mark,</p> <p>We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:</p> <p>1) Is the customer in a loaner/rental?</p> <p>2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?</p> <p>3) What part arrival date have they communicated to the customer?</p> <p>The Customers that I am seeking this information on is:</p> <p>Raquel Williams - WVWDA71F87V [REDACTED]</p> <p>If you can please reply to all I would</p>						
<p>Martin Abdulahad</p> <p>VWoA Special Projects 3499 W Hamlin Rd. Rochester Hills, MI 48309</p> <p>Tel. (248) 754-3536 Fax. (248)754-6504 Mailto:martin.abdulahad@vw.com www.vw.com</p>						
ABDULAM	08/13/2009 01:13:38 PM	Voice Mail To Tom		422607		
CO LMTRMC. Wait Service Manager call.						
MANNAE	08/14/2009 01:01:41 PM	Call To Chad		422607		
Service Advisor states part was ordered last week, have been advising customers could be 4-6 weeks, no Goodwill. CO to call customer.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 03:05:38 PM	Voice Mail To				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her 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 her vehicles repairs she 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.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 2.0L						
	080193213	Mediation/Arbitration	WVWBA71F08V	5,475		Unknown 408379
MORRISC	05/09/2008 08:53:27 AM	Attached Mail From JURGEN BOWLSBY				Pr. Part: 3885-Mechatronics
		Repl request due to parts delay for trans. Repl VIN WVWBA71F58V				Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
MORRISC	05/09/2008 08:58:13 AM	E-Mail From Michael Orlowski				Unknown
		Jurgen,				Rsn: 82E Parts Delay
		Unfortunately, the vehicle is already released and scheduled for shipping to 408156. I can set up transportation to get it shipped to 408379, but it may delay the vehicle. For quicker service, I suggest that 408379 pick the vehicle up from 408156 using a local transport company and we will reimburse the cost.				Unknown 408379
		Mike				Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
						Rsn: 43Q
						Repurchase/Replacement(Mileage Only)
MORRISC	05/09/2008 09:00:41 AM	E-Mail To JURGEN BOWLSBY				
		Hi Jurgen,				
		Do you know if she owns this vehicle outright? Also, what was the concern with the vehicle? The CR case notes mention something about hesitation.				
		Thanks,				
		Cheri				
MORRISC	05/12/2008 01:59:02 PM	E-Mail From Jurgen Bowsby				
		Cheri,				
		I am not sure if she owns the vehicle out right, the concerns are the transmission is slipping in reverse. right now we have a control module on order for Germany, confirmed to ship out today. However, we are not certain if that will solve the problem.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	05/12/2008 02:02:23 PM	Mail To [REDACTED]				Repl offer EON.
MORRISC	05/12/2008 02:08:27 PM	E-Mail To Bowsby				Attached is the [REDACTED] replacement offer.
FOXK1	05/19/2008 02:57:11 PM	Call From [REDACTED]				Customer advised he faxed the letter back to us on Saturday, wanted to be sure we received. ES advised not as of yet, but it can take 1-2 days before it is entered into our system. Customer is concerned with the "return by date" and would like to fax to the ES. ES advised he can do that, will walk it down to the appropriate people. Wait for customer fax.
MORRISC	05/20/2008 08:22:22 AM	Attached Mail From [REDACTED]				Signed offer letter.
MORRISC	05/20/2008 10:15:36 AM	Call To [REDACTED]				Cust advised veh is leased through Amercredit. Cust stated he would call back w/ account # and phone number.
MORRISC	05/20/2008 12:42:28 PM	Attached Mail From [REDACTED]				Dup signed offer letter. Waiting for lease info from cust.
MORRISC	05/22/2008 12:56:15 PM	Voice Mail From [REDACTED]				Received lease info from cust.
MORRISC	05/22/2008 01:02:48 PM	Voice Mail To Americredit (Patty)				LMTRMC. Inquired about soc.
MORRISC	05/28/2008 08:18:56 AM	Voice Mail From Americredit (Patty)				Advising to contact 800.429.5512 #2 regarding soc.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	05/28/2008 08:35:22 AM	Call To Americredit (Janice)				Was advised to call 866.502.6280.
MORRISC	05/28/2008 08:47:39 AM	Call To Americredit				Bank is closed at this time. Will try again.
MORRISC	05/28/2008 10:18:44 AM	Call To Americredit (Michelle)				Bank advised she is not the correct contact person. Bank stated she will call corporate to verify who should be contacted and will call me back.
MORRISC	05/28/2008 10:36:35 AM	Call From AmeriCredit (Michelle)				Bank stated they do not allow soc on leased veh and to call 800.429.5512 #3 for a payoff.
MORRISC	05/28/2008 10:38:27 AM	E-Mail To Jurgen Bowsby				Hi Jurgen, After many different phone calls to many different departments, AmeriCredit is advising they do not allow substitution of collateral on leased vehicles. Has her vehicle been repaired yet? If so, any chance we can offer them a lease payment or two and they keep this vehicle? WVWBA71F08V [REDACTED] Kings VW Thanks! Cheri
FOXK1	05/29/2008 11:17:56 AM	Voice Mail From Jurgen				FOM advised of banking issue, asked to phone him back. Contact field.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
FOXK1	05/29/2008 11:18:17 AM	Voice Mail With Jurgen				ES LVMM noting Cherri or he will need to phone the customer this is not the ES's area of expertise on how to handle, but to call if he needed anything. No further action by ES.
MORRISC	05/29/2008 03:01:52 PM	Call From Jurgen Bowsby				FOM stated he will call the customer and see if they will keep their veh.
MORRISC	05/30/2008 11:46:27 AM	E-Mail From Bowsby				I spoke to [REDACTED] he will contact his leasing company and speak to them. He will contact me either later today or tomorrow with his results.
MORRISC	06/03/2008 09:57:12 AM	E-Mail From Bowsby				Cheri. [REDACTED] informed me that the leasing company Ameri Credit is willing to go through with the replacement. The contact person at Ameri Credit is Joe Bidalo at 817-302-7796, I left a message for Joe to return my call. I did inform the dealer to hold the replacement vehicle. Jurgen Bowsby
MORRISC	06/03/2008 09:57:37 AM	E-Mail To Bowsby				Thank you! When they call you back, ask what is needed from us to complete the soc. Do they have a form for [REDACTED] to sign? If not, we do. Will his contract and payments stay the same? How should AmeriCredit be listed on the title, i.e. name and address? I can call if you would like or you can give them my direct line. Let me know.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	06/03/2008 10:22:12 AM	E-Mail From Jurgen Bowsby				
		I left Joe a voice mail twice, I left him your and my phone # and your e mail.				
		His number is 817-302 7796 Joe Bidalo				
		Jurgen Bowsby				
MORRISC	06/03/2008 10:22:26 AM	Call From Joe Badillo (AmeriCredit)				
		Bank will allow the soc. Bank stated he is not sure if they have a form, but will call bank. Bank stated they will also allow VWoA soc form. Bank stated to e-mail the soc form and title application to joe.badillo@americredit.com. Bank stated the title should state A Car Leasing PO Box 100 Williamsville NY 14231.				
MORRISC	06/03/2008 10:25:10 AM	E-Mail To Bowsby				
		He just called. We're all set. I should have the repl paperwork in 3-5 business days. Thanks for of you help.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	06/03/2008 10:29:47 AM	E-Mail To Dist & Accounting				
June 3, 2008						
80193213						

CUSTOMER AND VEHICLE INFORMATION

[REDACTED]

[REDACTED]

Rockaway Park, NY

[REDACTED]

2008 Volkswagen Eos

WVWBA71F08V

[REDACTED]

In the interest of customer satisfaction, we have agreed to replace the above vehicle with a new 2008 Volkswagen Eos VIN:
WVWBA71F58V

[REDACTED]

*ACCOUNTING

Please generate a new vehicle invoice and Certificate of Origin showing OWNER for

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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VIN: WVWBA71F58V [REDACTED]

A Car Leasing

PO Box 100

Williamsville, NY 14231

Please send vehicle invoice and Certificate of Origin to Cheri Morris in Customer Relations.

*DISTRIBUTION

Credit 408156 and bill 491991 for VIN: WVWBA71F58V [REDACTED] No shipping is necessary.

Cheri Morris
Mediation/Arbitration Analyst

Volkswagen/Audi of America

(248) 754-3509

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	06/03/2008 10:36:29 AM	E-Mail From Heather Trisch				
		Good Morning Cheri,				
		This replacement request has been processed.				
		Have a nice day!				
		Heather Trisch				
MORRISC	06/03/2008 10:50:07 AM	E-Mail For Bowsby				
		Great, can you then issue a credit to sunrise 408156 for the vehicle				
MORRISC	06/03/2008 10:50:17 AM	E-Mail To Bowsby				
		Yes. Is Kings going to get this vehicle from Sunrise?				
MORRISC	06/03/2008 11:08:02 AM	E-Mail From Bowsby				
		It is already there				
MORRISC	06/04/2008 11:10:41 AM	E-Mail From Joe Badillo				
		Received a copy of the soc form.				
MORRISC	06/06/2008 01:37:19 PM	Attached Mail From Kim Kong				
		MCO.				
MORRISC	06/06/2008 01:37:52 PM	Assigned To HILL				
		Repl due to parts delay for trans. Veh is leased through AmeriCredit. Bank's soc form is in the file. No customer contribution.				
		FOM Jurgen Bowsby. Dlr 408379. Contact at AmeriCredit is Joe Badillo. His e-mail is Joe.Badillo@americredit.com				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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HILLL	06/09/2008 12:59:37 PM	E-Mail To Jurgen Bowsby				
Hello Jurgen,						
I have the paperwork ready for the closing for this customer. Do you want me to send the replacement package directly to you or do you recommend someone at the dealership to handle the transaction?						
Thanks, Leslie						
HILLL	06/09/2008 02:01:23 PM	E-Mail From Jurgen Bowsby				
Please send the paper work to Anthony Maffia at Kings VW.						
Thanks						
HILLL	06/09/2008 02:05:09 PM	Closing Package (M/A Only) To Antho	408379			
EON closing docs						
PEROSKK	06/10/2008 08:08:31 AM	Call To Anthony Maffia	408379			
MRC advised SM will have the closing documents tomorrow, MRC advised we will go over closing package with SM tomorrow.						
PEROSKK	06/11/2008 02:53:45 PM	Call From Mr. Maffia	408379			
Service Manager states closing will take place today, Service Manager states transmission non conformity is repaired, Service Manager states veh convertible top and windows currently are being repaired at the dlr, Service Manager states he may have Manheim repair the convertible top and windows.						
HILLL	06/11/2008 03:41:24 PM	Voice Mail To [REDACTED]				
MRC LVMM regarding closing						
PEROSKK	06/12/2008 09:32:47 AM	Call From Mr. Maffia	408379			
MRC advised to send closing package today, Service Manager states transmission repair is completed, MRC advised Leslie will follow up with Service Manager next week regarding roof repair.						

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PEROSKK	06/12/2008 10:09:13 AM	Voice Mail From Mr. Maffia	408379			Requested a return call
PEROSKK	06/12/2008 10:11:58 AM	Call To Mr. Maffia	408379			Service Manager states closing took place yesterday, Service Manager states he mailed out closing docs to MRC, Service Manager inquires how the dlr will be reimbursed, MRC explained via EFT to please fax over receipts.
PEROSKK	06/12/2008 10:13:27 AM	Vehicle To kpt				
PEROSKK	06/12/2008 02:51:51 PM	Voice Mail From Mr. Maffia	408379			SM states title clerk is requesting POA.
PEROSKK	06/12/2008 02:53:03 PM	Call To Mr. Maffia	408379			SM transferred MRC to title clerk Alecia
PEROSKK	06/12/2008 02:55:09 PM	Transfer To Alecia Smith	408379			MRC advised dlr POA is needed.
PEROSKK	06/12/2008 02:55:34 PM	Mail To Alecia Smith	408379			SON Dlr POA
HILLL	06/19/2008 12:33:26 PM	Attached Mail From Anthony Maffia @				Receipt of closing docs: vcr, bbrp, poa, soc, cnc, acf, odo, and Final RO 92247.
HILLL	06/19/2008 12:53:20 PM	Note To ccc				MRC to follow-up with DLR 408379 SM regarding status of repairs to convertible top and windows.

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HILLL	06/19/2008 12:54:02 PM	Final Repair Order (M/A only) From A:	408379			Final RO 92247
HILLL	06/19/2008 04:01:11 PM	Call To Alicia Smith	408379			MRC advises DP that ACAR Leasing requires copy of title application in order to process soc and MRC advises DP to fax copy of title application to MRC. DP states she incorrectly titled vehicle under VCI and she will make a correction to title application correctly titling vehicle under ACAR Leasing and then she will provide a copy of corrected title application to MRC.
HILLL	06/25/2008 08:41:18 AM	Voice Mail To Alicia Smith	408379			MRC LMTRMC regarding corrected title application
HILLL	06/25/2008 03:41:56 PM	FAX From Alicia Smith	408379			Receipt of corrected title application indicating ACAR Leasing LTD as owner.
HILLL	06/25/2008 03:52:17 PM	E-Mail To ACAR Leasing; Joe Badillo				Hello Joe, Attached please find the documents necessary to process the Substitution of Collateral for the vehicle for Sherry Bernstein. Volkswagen Group of America, Inc. replaced [REDACTED] vehicle as follows: Original: VIN WVVBA71F08V[REDACTED] -- 2008 Volkswagen EOS Replacement: VIN WVVBA71F58V[REDACTED] -- 2008 Volkswagen EOS Please do not hesitate to contact me at 248-754-3462 if you have any questions. Thanks, Leslie

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HILL	06/25/2008 03:53:40 PM	E-Mail From System Delivery				
Your message						
To: Joe.Badillo@americredit.com						
Subject:						
was read on 6/25/2008 3:53 PM.						
HILL	06/25/2008 04:04:37 PM	Call To Anthony Maffia		408379		
MRC inquires as to status of roof repairs. SM states repair is incomplete, partially due to service technician being out of office for awhile due to illness. SM states he will have service technician continue working on the vehicle.						
HILL	07/03/2008 04:21:49 PM	E-Mail To Americredit; Joe Badilla				
Hello Joe,						
Just following up on the email sent below to ensure you have received same and are processing this substitution of collateral.						
Please advise as to an expected time frame for receipt of the title and lien release for the original vehicle. Also, please let me know if you have any questions.						
Thanks,						
Leslie						
HILL	07/07/2008 02:06:20 PM	Call To AmeriCredit; Chris				
Finacial Institution rep states contact Joe Badillo is no longer with AmeriCredit; however, after discussing with his supervisor MRC's request for verification of processing of SOC, he will send an e-mail to Matt Long of AmeriCredit's National Service Center to call MRC to discuss same.						
HILL	07/09/2008 12:56:14 PM	Voice Mail To Americredit; Bob				
MRC LMTRMC regarding soc						
HILL	07/10/2008 01:20:54 PM	Call From Americredit, Casey Anderson				
Financial Rep states to send soc docs to directly to her for review and processing; casey.anderson@americredit.com.						

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HILL	07/10/2008 02:30:39 PM	E-Mail To Americredit; Casey Anderso				
Hello Casey,						
Thank you very much for your assistance in processing this Substitution of Collateral. Please find attached the documents pertaining to this transaction.						
Please let me know if you have any questions or require any additional information.						
Regards, Leslie						
HILL	07/10/2008 02:33:37 PM	Note To Med/Arb				
Your message						
To: Casey.Anderson@americredit.com						
Subject:						
was read on 7/10/2008 2:32 PM.						
HILL	07/11/2008 10:36:51 AM	Voice Mail To Americredit; Casey And				
MRC LVMM advising Financial rep to call MRC to verify soc request has been received and if any additional information is required.						
HILL	07/11/2008 10:39:25 AM	FAX From Anthony Maffia		408379		
RO 92649 indicating roof and window repairs are complete						
HILL	07/11/2008 10:58:35 AM	Vehicle To CB Auction Assignments				
HILL	07/14/2008 11:12:05 AM	Voice Mail From AmeriCredit; Casey A				
Financial Institution Rep LVMM stating title and lien release to be sent out shortly and seeking verification of address to send it to.						

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HILL	07/14/2008 11:12:20 AM	Call, Email and/or Letter To AmeriCrec				
MRC LVMM and sent e-mail.						
Hi Casey,						
Thank you for the follow up phone call indicating the title and lien release will be sent out in the very near future. Please send the title and lien release directly to my attention at the following address:						
Volkswagen Group of America, Inc. Attn: Leslie Hill 3499 West Hamlin Road Rochester Hills, MI 48309						
Please let me know if you have any additional questions.						
Regards, Leslie						
HILL	07/14/2008 12:07:23 PM	E-Mail From AmeriCredit; Casey Ande				
Thank you Leslie. I received your voice message as well and you should receive the title at the below address in the next couple of days.						
Please let me know if you need any additional information or if I can be of any further assistance.						
Thank you, Casey						
HILL	07/18/2008 01:52:39 PM	Attached Mail From AmeriCredit				

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HILLL	07/22/2008 09:37:03 AM	Note To Med/Arb				Attached mail received from ACAR Leasing on 07/18/08 is title and poa.
HILLL	07/22/2008 09:47:37 AM	Mail To NY DMV				EON request for branded title
HILLL	08/27/2008 02:13:20 PM	Attached Mail From NY DMV				Branded title
HILLL	08/28/2008 10:41:22 AM	Note To RVDS				C - Parts delay for transmission C - Defective mechatron unit C - Replace mechatron unit RO 92247; mileage 5864
HILLL	08/28/2008 10:52:41 AM	Assigned To MORRISC				Disclosure complete. Forwarding folder for review.
MORRISC	08/28/2008 01:53:36 PM	Disclosure (M/A Only) To VCI				Reviewed disclosure. Sending to auction.
BENTLES	09/02/2008 03:16:52 PM	Note To ccc				Scanned File in Doc Center.

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2008 Eos 2.0L						
	080200148	Mediation/Arbitration	WVWBA71F58V	8,000		Unknown 408286
MORRISC	05/15/2008 03:11:28 PM	Attached Mail From KAREN RIVERC				Pr. Part: 3885-Mechatronics
	Please terminate lease for this customer. Customer will then purchase another Eos. Please send offer to terminate the lease for this customer to the fax at 609-779-6201. Will consider contributing to customers new purchase. Vehicle down for almost 30 days due to transmission concern. Part has not yet arrived. Region and Field team and Corporate parts involved.					Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
						Unknown
						Rsn: 82E Parts Delay
MORRISC	05/15/2008 03:15:06 PM	Call From KAREN RIVEROS				Unknown 408289
	FOM advised she is contributing goodwill money towards the purchase of another Eos, \$1,200. FOM advised cust did not want to wait for repl trans, therefore she offered to terminate the lease.					Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
MORRISC	05/15/2008 03:22:04 PM	E-Mail To Riveros				Rsn: 43Q
	Attached is the offer. I'm faxing it now.					Repurchase/Replacement(Mr Only)
	Have a great day.					
MORRISC	05/15/2008 03:22:18 PM	FAX To				
	Faxed lease termination offer.					
MORRISC	05/22/2008 02:37:20 PM	E-Mail To Riveros				
	FYI. I haven't gotten the signed offer letter yet.					
MORRISC	05/23/2008 02:27:45 PM	Attached Mail From				
	Signed offer letter.					
MORRISC	05/23/2008 02:27:46 PM	Attached Mail From				
	Copy of registration.					

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MORRISC	05/23/2008 02:28:39 PM	Assigned To HILLL				
	Lease termination due to concern w/ trans. No reim to cust. FOM Karen Riveros. Dlr 408286. Veh is leased through VCI.					
HILLL	05/27/2008 10:57:17 AM	E-Mail To Karen Riveros				
	Hi Karen,					
	I have the paperwork ready for the closing for this customer, [REDACTED] WVWBA71F58V [REDACTED] Do you want me to send the repurchase package directly to you or do you recommend someone at the dealership to handle the closing?					
	Thanks, Leslie					
HILLL	05/27/2008 11:35:04 AM	Approved By HILLL				
	WVWBA71F58V [REDACTED] [REDACTED] Account [REDACTED] Payoff in the amount of \$29,661.42					
HILLL	05/28/2008 12:51:01 PM	Voice Mail To Karen Riveros				
	MRC LMTRMC					
HILLL	05/28/2008 01:33:38 PM	E-Mail From Karen Riveros				
	I will respond to your requests tomorrow. In meeting					
CR_BATCH	05/29/2008 04:00:43 AM	Note To HILLL				
	Amount for \$ 29661.42 was Posted on 05/28/2008. AP reference number: [REDACTED]					
HILLL	05/29/2008 08:44:28 AM	E-Mail From Carole Huen				

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HILLL	05/29/2008 08:44:40 AM	E-Mail To Carole Huen				
Hi Carole,						
This is not a lease termination by the customer. We are repurchasing it. Do you know where the vehicle is currently located?						
Thanks, Leslie						
HILLL	05/29/2008 08:44:58 AM	E-Mail From Karen Riveros				
Customer is already in their new car. I will complete this one on 6/6/08. No exact time scheduled. I believe everything is at the dealership.						
Please send paperwork to me.						
Karen Riveros FOM, VWoA - EAR- Area 01 Office: 215.836.1657 Fax: 215.836.1658 Cellular: [REDACTED]						
MORRISC	05/29/2008 09:04:13 AM	E-Mail To VCI				
Requested account be placed in a protective status.						

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HILLL	05/29/2008 12:55:38 PM	E-Mail To Karen Riveros				<p>I understand you spoke with Cheri this morning about the repurchase transaction for [REDACTED] vehicle. She said you believe his vehicle is currently at DLR 408289. Please be advised that the account for this vehicle is still active and [REDACTED] is still liable and responsible for the vehicle until he signs all the necessary documentation, as he agreed to in the offer letter.</p> <p>In your email, you indicated you will be completing this transaction on 06/06/08. Does this mean you have already communicated with [REDACTED] in scheduling this transaction? Or do you need me to communicate this information to him?</p> <p>Thanks, Leslie</p>
HILLL	05/29/2008 01:03:28 PM	E-Mail From Karen Riveros				<p>I will contact him directly and schedule things with him. Thanks</p>
MORRISC	05/30/2008 11:48:25 AM	E-Mail From Chris Rabiola				<p>Hi Cheri, the account is now protected. Let me know if anything else is needed here.</p> <p>Chris</p>
HILLL	06/06/2008 11:57:52 AM	E-Mail To KPT				<p>There is one closing scheduled today. Karen Riveros is the FOM and she did not provide me a time. I wanted to make you aware of the info. [REDACTED] @ Dealer 408289 80200148</p> <p>Thanks, Leslie</p>
PEROSKK	06/06/2008 02:34:59 PM	Call To Karen Riveros				<p>FOM states she is currently closing the repurchase deal with cust, FOM states she will call MRC if needed.</p>

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PEROSKK	06/06/2008 02:35:40 PM	Vehicle To kpt				
HILLL	06/13/2008 09:43:58 AM	E-Mail To Karen Riveros				
Hi Karen,						
Just sending a gentle reminder that I am still awaiting the original closing docs pertaining to the repurchase of [REDACTED] vehicle.						
Thanks, Leslie						
HILLL	06/16/2008 12:31:43 PM					
Receipt of closing docs: poa and odo.						
HILLL	06/16/2008 01:55:20 PM	E-Mail From Karen Riveros				
Should be on its way. Original vehicle was gone already. Cheri knows about this. Car was finished. Unable to do auction report do you just need repair order faxed to you						
HILLL	06/16/2008 01:55:53 PM	E-Mail To Karen Riveros				
Yes, if vehicle was repaired then I need the Final Repair Order faxed to me at 248-754-6504.						
Thanks, Leslie						
HILLL	06/16/2008 01:57:10 PM	Voice Mail To Troy Patasnick		408286		
MRC LMTRMC regarding obtaining Final RO.						
HILLL	06/19/2008 12:35:35 PM	Attached Mail From Troy Patasnick@P				
Receipt of Final RO 742378.						

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HILLL	06/19/2008 12:56:26 PM	Final Repair Order (M/A only) From T1 408289				
		Final RO 742378				
HILLL	06/19/2008 01:02:34 PM	E-Mail To QA				
		Hello,				
		We repurchased this vehicle from [REDACTED] on 06/06/08. We paid off the account as follows:				
		WVWBA71F58V [REDACTED] [REDACTED] Account [REDACTED] Payoff in the amount of \$29,661.42				
		Amount for \$ 29661.42 was Posted on 05/28/2008. AP reference number: 40035629				
		To date, we have not received a title and/or lien release for this customer/account. Could you please advise as to an ETA for the title and/or lien release?				
		Please let me know if you have any questions.				
		Thanks,				
		Leslie				

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HILL	06/23/2008 12:14:13 PM	E-Mail From Sue McGuinness				
	From: McGuinness, Susan (MAN-New Jersey) [mailto:Susan.McGuinness@Manheim.com] Sent: Monday, June 23, 2008 11:59 AM To: Sinka, Melanie Cc: Joyce, Eileen Subject: RE: VIN WVWBA71F58V [REDACTED]					
	I already have the title here at the auction I'm just waiting on the paperwork to go with it. It's a CT title. Does it need to be a MI title?					
	Sue					
HILL	06/23/2008 12:14:45 PM	E-Mail From SINKAM				
	All titles must come to us first and we send the entire packet out as a whole. Please send title MRC.					
	Melanie					
HILL	06/24/2008 01:31:18 PM	Attached Mail From Manheim				
	Title					
HILL	06/24/2008 01:43:20 PM	Note To RVDS				
	C - Transmission C - Mechatronics C - Replace Mechatronics RO 742378; mileage 9506					
HILL	06/24/2008 02:18:27 PM	Mail To CT DMV				
	EON branded title request (upon reissue).					

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HILLL	06/24/2008 02:19:01 PM	Assigned To MORRISC				Disclosure complete. Forwarding folder for review. Please note there is no vcr and vehicle is currently located at Manheim due to vehicle being moved prematurely from Dealer 408289. Please re-assign to MRC for sales tax recovery.
MORRISC	06/25/2008 12:29:49 PM	Disclosure (M/A Only) To VCI				Reviewed disclosure. Sending to auction.
MORRISC	06/25/2008 12:31:27 PM	Assigned To HILLL				Waiting for sales tax recovery.
BENTLES	07/03/2008 12:05:46 PM	Note To ccc				Scanned File in Doc Center
HILLL	07/10/2008 03:10:22 PM	E-Mail To QA				Hello, I am in the process of researching the possibility of sales tax recovery on this vehicle which was a repurchase (lease termination). Therefore, could you please send me a copy of the lease contract? Please let me know if you have any questions. Thanks, Leslie
HILLL	07/11/2008 09:33:47 AM	Attached Mail From John Frazier				Connecticut Motor Vehicle Lease Agreement
HILLL	07/11/2008 09:36:15 AM	Note To Med/Arb				Please note customer leased vehicle in Connecticut; therefore, sales tax recovery is not applicable.

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HILLL	07/11/2008 09:39:46 AM	Assigned To MORRISC				
ANGERK	07/14/2008 03:35:19 PM	Note To ccc scanned file in doc center				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	080212372	Customer Relations	WVWFA71F98V [REDACTED]	5,400		
MANNINM	05/30/2008 09:15:27 AM	Call From [REDACTED]				Complaint 402141 Pr. Part: 3885-Mechatronics Pr. Rsn: 31G Surging
Customer states about six weeks ago he had a concern with his vehicle surging while at a stop; went to dealer 402141 and they were unable to identify a concern; last week he went for an oil change and the dealer was able to duplicate the concern; dealer advised the mechatronics need to be replaced; parts were ordered last Thursday and the dealer called this Wednesday and advised the part is on national backorder; tried to pull the part from another vehicle, but the part numbers did not match; Customer is seeking some assistance in getting the part; dealer advised it will take 2 to 3 weeks for the part to arrive. CO advised can look into obtaining an ETA for the part, but CO may not be able to speed up the process of getting the part delivered; advised will research and follow-up by COB Tuesday 6/3. CO to email dealer.						
MANNINM	05/30/2008 09:26:27 AM	Category Selection				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNINM	05/30/2008 09:28:38 AM	E-Mail To Nick Losacco	402141			

***** Email to nick.losacco@northshorecars.com; *****

ACTION REQUIRED: Mr. Mario A Pieroni - Back Ordered Part(s)

The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F98V [REDACTED]

Requested Information

Part Number:

Sales Document Number:

Order Date:

Was Parts Voice or D2D utilized? If so, what was the outcome of this search?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Teresa-Marie Manning
(248) 754-3024

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Wait dealer email.						
PANOFFJ	05/30/2008 12:33:01 PM	Note To CCC				
Case Reviewed						
MANNINM	06/02/2008 09:48:55 AM	E-Mail From Nick Losacco	402141			
GOOD AFTERNOON REGARDING MR PIERONI,P/N 02E325025ADZCE,RED ORDERED ON 5-27-08 SALES DOC# 1004686381, PART IS NOT D2D ELIGIBLE POC SHOWS ETA OF 6-6-08 CO to research.						
MANNINM	06/02/2008 11:33:36 AM	Assigned To Central				
Please advise. Part number- 02E325025ADZCE,RED ORDERED ON 5-27-08 Sales Doc #1004686381 PART IS NOT D2D ELIGIBLE POC SHOWS ETA OF 6-6-08						
PETERSG	06/02/2008 11:48:54 AM	Note To 02E325025ADZCE...(Mechatr				
Part = 02E325025ADZCE...(Mechatron) Sales Doc = 1004686381 PO = 2204121 Dealer = 402141 Case = 80212372						
PETERSG	06/02/2008 11:50:22 AM	E-Mail To Parts Specialists				
RC e-mailed Parts asking for an ETA. Wait for response.						
PETERSG	06/02/2008 02:06:52 PM	Assigned To MANNINM				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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PETERSG	06/02/2008 02:07:11 PM	E-Mail From Parts Specialists				
Parts sent the following e-mail "Your order for 02E325025ADZCE was confirmed on 6/01/2008 coming out of 402" (RC speculates that this part will arrive at the dealership in about 5-7 days. If it does not, then please re-escalate).						
MANNINM	06/03/2008 04:38:50 PM	Voice Mail To [REDACTED]				
CO LVMM; advised Customer ETA of 5 to 7 business days for the part to arrive; advised customer to contact CCC with any questions. CO to follow-up with dealer between Friday 6/6 and Monday 6/9. No further action, pending follow-up.						
MANNINM	06/09/2008 10:32:45 AM	Call To Nick		402141		
CO advised seeking to verify parts were received for Customer; Part Manager advised parts were received. CO to contact Service Manager.						
MANNINM	06/09/2008 12:44:31 PM	Voice Mail To Ken		402141		
CO LVMM; advised seeking to verify that parts have arrived and check on repair status; left direct extension. Wait Service Manager call.						
MANNINM	06/09/2008 04:23:17 PM	Call To Roberto		402141		
Service Advisor advised Service Manager is not answering his page. Service Advisor offered to assist. CO advised seeking an update on vehicle repairs. Service Advisor advised he needs to check with parts because they have not seen the part yet. CO left direct extension. Wait Service Manager call.						
MANNINM	06/10/2008 09:32:24 AM	Voice Mail From Ken		402141		
Service Manager LVMM; advised there had been some miscommunication, Part Manager had though the part arrived but in fact it has not; now showing an ETA of Wednesday 6/11; will call CO as soon as the part arrives; advised CO can call him if necessary. CO to follow-up with Customer.						
MANNINM	06/10/2008 12:19:18 PM	Call To [REDACTED]				
CO advised seeking to follow-up with Customer regarding part status; advised last message was that part should arrive by Wednesday 6/11. Customer states he just received a call advising the part has arrived. No further action.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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2008 Eos 2.0L						
	080216694	Customer Relations	WVWBA71F08V	10,000		
BALDWIA	06/04/2008 05:40:11 PM	Call From		402503		<hr/> Complaint 402503 Pr. Part: 6042-Seal Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically <hr/> Complaint 402503 Part: 6042-Seal Rsn: 36A Rental/Loaner <hr/> Inquiry 402503 Rsn: 69C Dealer Referred Customer to CARE
<p>Customer states that he has been waiting for a part that is supposed to only take 15 minutes to install for 2 weeks; there have been two attempts already for the car to be picked up from the dealer 8 hours away that have not worked out because of waiting on this part; he has gotten the run around; Dealer 402503 told him to call CCC and he would be told when the part will arrive at the dealer, CCC would be able to pull the information up on their screen; has owned Porsche and Audi and has never had an experience like this one; Customer needs the car to be ready by Friday because his wife's brother is coming out to their house and will pick up the vehicle on his way, if the part is not there and car is ready then the car will be delivered to him at VW or Dealer expense; Customer states why is it VW policy to provide the worst car for a rental car when the customer's car is being worked on instead of something comparable; the smoke filled Escort is not cutting it; part is a seal for the transmission because it was slipping. CO advised CO would not be able to tell Customer exactly when the part will arrive; CO would be able to contact Dealer for more information to attempt to obtain a timeframe when the part should arrive; CO apologized that Dealer advised that CO would be able to just pull up the information and advise customer but CO would need to contact the dealer for more information on the part order; when we provide a rental vehicle it is that we provide a certain amount of money for a rental; many dealers have agreements in place with local rental companies for rental vehicles; CO would be able to look into the request to have the vehicle delivered to Customer home but we may not meet that expectation; CO would contact Dealer for more information and call Customer with update as soon as one is available but would call by COB tomorrow 6-5 with an update of some kind.</p>						
BALDWIA	06/04/2008 05:51:51 PM	Note To CCC				
Due to customer urgency CO to call dealer instead of email.						
BALDWIA	06/04/2008 05:56:48 PM	Call To Bob Daggitt		402503		
<p>CO Advised customer name and that customer states he has been waiting on a part. PM advised part number is 02E325025ADZCE, sales doc number 1004680954, red ordered 5-23, PDC PO tracking number 9082104650; PM recieved confirmation that the PDC is expected to have the part on 6-1 so he is expecting the part any time this week. CO advised CO would see if we could obtain more information for ETA and would call PM with an update. CO to assign to Level 2.</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	06/04/2008 06:01:26 PM	Assigned To RC				Customer states has been waiting on the part for 2 weeks and is seeking to have the part at dealer and car repaired by Friday 6-6 so his brother-in-law can pick up the vehicle and return to customer as Customer lives 8 hours from dealer or Customer will want the vehicle delivered to him at VW expense. Part # 02E325025ADZCE Sales Doc # 1004680954 Red Ordered 5-23-08 Wait for Level 2.
PETERSG	06/05/2008 09:41:19 AM	E-Mail To Parts Specialists				RC e-mailed Parts, asking for an ETA.
PETERSG	06/05/2008 09:42:00 AM	Note To 02E325025ADZCE...(Mechatr				Part = 02E325025ADZCE...(Mechatron) Sales Doc = 1004680954 PO = 9082104650 Dealer = 402503 Case = 80216694
PETERSG	06/05/2008 02:37:35 PM	E-Mail From Parts Specialists				Parts sent the following: "The order is still pending in Germany, but they have not provided an ETA yet. "
PETERSG	06/05/2008 02:37:54 PM	Note To Aaron				There is no ETA at this time. The "tracking number" the dealership gave you is not a tracking number at all. It is an internal number that we use to identify a purchase order. NOTE: CCC will continue to track the part, but VW will not offer a vehicle reunite at this time.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	06/05/2008 05:03:01 PM	Voice Mail To [REDACTED]				CO advised CO has an update; provided 800 number, CO extension, and reference number; if CO is not available when customer calls any CA would be able to provide Customer with the update. If Customer calls and CO is not available please advise Customer that at this time we do not have an ETA for the part; we will continue to track the part until we have an ETA but would not reunite vehicle with Customer; CO would call with another update no later than Tuesday 6-10. Wait Customer call.
PETERSG	06/06/2008 04:10:14 PM	E-Mail From Parts Specialists				Parts sent the following e-mail: "Per the Red Order Specialist: Parts are in transit to the warehouse in Germany so all mechatron orders will be filed next week."
PETERSG	06/06/2008 04:10:44 PM	Assigned To BALDWIA				This part should ship from the factory in Germany next week. It typically takes 8-10 days for delivery to the dealership once a part leaves the factory in Germany, depending on customs.
SCAVARA	06/09/2008 04:05:22 PM	Note To ccc				Case reviewed.
BALDWIA	06/10/2008 12:41:14 PM	Voice Mail To [REDACTED]				CO advised CO was calling with an update; provided 800 number, CO extension and reference number advised if CO is not available any CA would be able to assist with the update. CO to call Dealer.
BALDWIA	06/10/2008 12:43:15 PM	Call To Bob Daggit		402503		CO advised was calling regarding Customer vehicle. Part Manager advised part came in today and he believes service is working on the vehicle at this time. Wait Customer call.
BALDWIA	06/10/2008 12:45:38 PM	Note To CCC				If Customer calls and CO is not available please advise Dealer advised the part has arrived and vehicle was being worked on however we would not be able to assist Customer with reuniting his vehicle to him. Wait customer call.

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BALDWIA	06/11/2008 01:57:14 PM	Voice Mail To Doug Hartman		402503		CO advised Customer name and concern; CO spoke to Part Manager yesterday and was advised the part had come in at that time and CO was seeking to know if the vehicle has been repaired; provided CO direct line. Wait dealer call.
BALDWIA	06/11/2008 03:55:24 PM	Voice Mail From Doug Hartman		402503		Service Manager advised vehicle was repaired and as of 9:30 this morning being delivered to Customer 100 miles away; Service Manager is speaking to the FOM regarding being reimbursed for taking the vehicle back to Dealer as there were concerns with the delay in the parts that were not Dealer fault. CO to call Service Manager.
BALDWIA	06/11/2008 04:14:27 PM	Voice Mail To Doug Hartman		402503		CO thanked Service Manager for call back and for delivering the vehicle to customer. CO to call Customer.
BALDWIA	06/11/2008 04:47:27 PM	Voice Mail To [REDACTED]				CO advised CO received message from Service Manager that the vehicle was repaired and was on the way to be delivered to customer; advised if customer has further concerns to call; provided 800 number, CO extension, and reference number. No further action pending customer call.

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2008 Eos 2.0L [REDACTED]	080242543	Customer Relations	WVWBA71F28V [REDACTED]	13,000		
JOHNSOJ	07/01/2008 10:55:16 AM	Call From [REDACTED]				Complaint 409145 Pr. Part: 3735-Automatic transmission Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
Customer states the following; has waited 4 weeks for repair for the transmission and was just notified it was going to be another 2 weeks; repair gets getting delayed this is the 4th time; Dealer 409145 referred her to CCC; is making car payments on a car she hasn't had in a month; has rental vehicle but feels it is not comparable; CO advised will look into issue as to where part is and why it is taking so long; CO to call Dealer.						Complaint 409145 Part: 4650-Front brake disc Rsn: R10 Brakes vibrate/shudder
JOHNSOJ	07/01/2008 11:06:57 AM	Call To Mike Hoban		409145		Inquiry 409145 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 69C Dealer Referred Customer to CARE
Service Manager states the Customer came in for brakes not feeling normal; ran diagnostic and found it was the megatronic unit that needs replaced; states the part is not available, is on back order and ETA is July 16th; car down with current issue since June 10th; was placed into a convertible Chrysler for this duration; part of the reason for delay is that it has to be programmed; has gotten FOM involved in issue to try to expedite; said Customer is loyal to Dealer has been in for 5k and 10k maintenances; CO to call Customer back.						
JOHNSOJ	07/01/2008 11:28:15 AM	Voice Mail To [REDACTED]				
LMTRMC; if Customer calls in give update on why part is taking so long; need specific request from her as to what she is seeking; if that is obtained please go through case guidelines with her. CO to wait Customer call.						
JOHNSOJ	07/01/2008 05:38:53 PM	Voice Mail From [REDACTED]				
Customer LVMM; CO to call Customer back.						
JOHNSOJ	07/01/2008 05:41:11 PM	Call To [REDACTED]				
Customer states the following: Original owner; Current mileage is 13000; Customer purchased vehicle; This is customer's second VW; Service at Dealer 409145 has been wonderful.; Maintained at dealer(s):409145; Working with dealer 409145, Service Manager's name is Mike Hodan.; Vehicle is currently down; Vehicle location-dealership; Vehicle has been down 21 days; Total days down 21; Working with Helen; Vehicle concern/symptoms are brakes were shuddering and did not feel right; diagnostic machine revealed it was the megatronics unit.; Customer is seeking/expecting to have a monthly payment paid by VW as she is paying for car she does not have.; Dealer is aware that customer is seeking assistances; CO advised of reason for part delay (back ordered) and that unit has to be programmed; Customer seeking assistance with monthly payment as she has not had car for going on 1 mth; CO advised can not guarantee but will look into assistance; CO to call Dealer 409145.						

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JOHNSOJ	07/02/2008 10:10:03 AM	Call To Derek Brown		409145		Parts Manager advised that part # 02E325025ADZCE was ordered on 6/16 and is on red order; sales doc# 1004744654; advised that they asked if the transmission could be replaced since one was available but was specifically told to replace the mechatronics unit due to the cost of part and labor; ETA has moved around; was 7-16 now is 7-7; CO to call Level 2.
MENCHAR	07/02/2008 11:08:02 AM	Call From Jessica				RC advised associate to escalate the case to level 2 for review with FOM as the vehicle has been down since June 10th. RC advised associate to explain to customer we will reimburse or make a vehicle payment up to 600.00 as a GW gesture.
JOHNSOJ	07/02/2008 11:11:54 AM	Call To [REDACTED]				CO advised VW will be able to cover 1 monthly payment for Customer; advised Customer to keep making her regular payments; advised to fax copy of invoice to CCC ATTN: case ref#; CO to assign to Level 2.
JOHNSOJ	07/02/2008 11:20:49 AM	Assigned To RC				CO was advised to assign to Level 2 for further review on back ordered part; RC to review.
PRENTIM	07/02/2008 12:03:49 PM	Assigned To JOHNSOJ				This part is not on backorder but is a VIN-specific part, built for this vehicle. VIP parts usually take 6 weeks or so to fill. This part was ordered on 6/16/08. As a vehicle payment has been offered, please continue to track part. Please ensure that Service Manager has informed FOM of possible downtime. If part has not arrived by 7/28/08, please re-escalate.
JOHNSOJ	07/02/2008 04:19:32 PM	Call To Mike		409145		CO advised if FOM is aware of possible downtown; Service Manager advised FOM is well aware of situation and is following closely; CO advised will follow-up on 07/07/08 (current ETA of part) to see if part came in; CO to call dealer.
JOHNSOJ	07/07/2008 11:24:36 AM	Voice Mail To Mike		409145		LMTRMC; CO advised today was the day for ETA of part and just calling into follow-up about that; CO to wait Dealer 409145 call.
JOHNSOJ	07/07/2008 11:49:20 AM	Voice Mail From Mike		409145		SM called and stated that the car is done and repaired; No further action.

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ARMITAR	07/09/2008 11:37:17 AM	FAX From				
	Fax in doc center					
ARMITAR	07/09/2008 11:37:38 AM	Assigned To	BOSLEYJ			
ARMITAR	07/11/2008 03:13:26 PM	Assigned To	CCC			
PRENTIM	07/11/2008 03:32:44 PM	Assigned To	PRENTIM			
	RC generated check request for customer in the amount of \$234.31 as customer is not financed through VCI.					
SCAVARA	07/18/2008 06:23:08 PM	Note To	ccc			
	Case reviewed.					
CR_BATCH	07/19/2008 04:00:14 AM	Note To	PRENTIM			
	Check # 70902569 for amount \$ 234.31 mailed on 07/18/2008					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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2008 Eos 2.0L						
	080266541	Customer Relations	WVWBA71F88V	10,000		
MULLINT	07/25/2008 04:17:23 PM	Call From				Complaint 422567
Customer states the following: she has been without her vehicle for 2 weeks; she brought the vehicle in for routine maintenance and advised that she was having some concerns with the transmission on the vehicle; they contacted her back and advised that they would have to order a part from Germany; the part has not come in yet; she just made the monthly payment; she has not had vehicle for the 2 weeks and she does not think that it is necessary for her to have to pay an entire vehicle payment when she has not had the vehicle and it is only 6 months old; she is working with Eddie at dealer and he has been very helpful with following up with her and giving her updates. CO advised this is something that we can look into for her; we may not be able to meet this expectation a compensation is not a provision of the warranty; will contact dealer to gather more information from them and contact her back with an update by the COB Tuesday 7-29-08. CO to email dealer.						Pr. Part: 3735-Automatic transmission
						Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
						Praise 422567
						Part: LEAS-LEASE AND LOAN PAYMENT
						Rsn: 85J Treatment by Personnel

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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MULLINT	07/25/2008 04:31:18 PM	E-Mail To John Hatcher		422567		

***** Email to jhatcher@mckennacars.com; *****

ACTION REQUIRED: [REDACTED] - Seeking a vehicle repair update

The following customer has contacted Customer CARE seeking a vehicle repair update. Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F88V [REDACTED]

What customer is seeking?

Customer states her vehicle has been down for 2 weeks for a transmission concern; she just paid her vehicle payment and she does not feel that she should have to pay this whole payment because she did not have her vehicle. Can you please advise me of the days down for the customer and the repairs needed to be made to the vehicle. Thank you.

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Tronda Mullins
(248) 754-3364

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CO to wait dealer email.

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MULLINT	07/28/2008 09:06:00 AM	E-Mail From John		422567		
CAR HAS BEEN HERE SINCE THE 7/12/08, AS OF TODAY THE RELEASE DATE TO US IS 7/31/08. I BELIVE SHE SHOULD RECEIVE 1 MONTHS CAR PAYMENT FROM VWOA.						
JOHN HATCHER						
CO to email dealer for more information.						
MULLINT	07/28/2008 09:06:31 AM	E-Mail To John		422567		
John, thank you for your fast response. Can you please advise me of what is being replaced on the customers vehicle. Thanks again.						
CO to wait dealer email.						
MULLINT	07/28/2008 02:00:50 PM	E-Mail From John		422567		
THE PART IS CALLED MECHATRON, IT IS A INTERNAL PART FOR THE TRANSMISSION.THIS PART IS A VALVE BODY AND CONTROL UNIT BUILT INTO 1.						
CO to email dealer 422567 to get an ETA on the vehicle repairs.						
MULLINT	07/28/2008 02:02:25 PM	E-Mail To John		422567		
Do you have any ETA on when the vehicle will be returned to the customer?						
CO to wait dealer email.						
BALDWIA	07/28/2008 05:53:02 PM	Call From [REDACTED]				
Customer states spoke to Service Advisor earlier and asked for Service Advisor to advise again what has taken so long; Service Advisor advised Customer wrong part was initially sent from Germany; Dealer has no way to track exactly where the part is which sounds not logical to customer; it would have been easier to just buy a new car instead of going through this. CA advised would document customer further concerns; we do not have a way to track exactly where a part is; we can know when it ships and can get an idea of when it should arrive at dealer based on how long it should take. Customer asked if CO would call Customer with an update tomorrow. CA advised CO would call Customer tomorrow by COB as promised. CO to wait dealer email.						

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**VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/29/2008 04:29:07 PM	Voice Mail To John		422567		
	CO LVMM. CO advised seeking ETA as to when the repairs to the customers vehicle will be finished and vehicle will be returned to customer. CO to wait dealer call.					
MULLINT	07/29/2008 05:05:04 PM	Call To name unknown				
	CA advised seeking to speak with Customer; Relative advised she is not there and disconnected call. CO to call customer.					
MULLINT	07/29/2008 05:06:22 PM	Call To [REDACTED]				
	CO advised calling to follow up to let her know that we are still gathering information from the Service Manager at dealer; we do want to take into account the entire time the vehicle has been down before a determination is made if assistance with the vehicle payment can be offered. Customer states she has spoken with the technician Eddie today who advised that the part will ship on the 31st; it will take 7-10 business days for the part to get there; so worst case scenario she will have her vehicle back August 15th; it boggles her mind that with all the options available we cannot get the part to them sooner. CO advised this is not the experience we would want her to have; we do want to fully evaluate this for her, but CO wants to ensure that the repairs are completed. Customer states seeking to know when CO will follow up with her. CO advised can follow up every day or every other day. Customer States every other day is fine. CO advised will contact her back by the COB Thursday 7-31-08. CO to wait dealer call.					
MENCHAR	07/29/2008 05:14:51 PM	Call From Tronda				
	RC advised to escalate the case to level 2 for review with FOM as the vehicle has been down since 07-12-08.					
MULLINT	07/29/2008 05:22:06 PM	Assigned To CCC				
	Please review concerns with FOM, per RC, as vehicle has been down since 7-12-08; per CO conversation with customer vehicle is not expected to be repaired until 8-15-08, as part is coming from Germany and shipping on 7-31-08. RC to review.					
MORITZD	07/30/2008 10:31:22 AM	Assigned To MORITZD				
MORITZD	07/30/2008 10:31:28 AM	Note To Kurt Thomas				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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MORITZD	07/30/2008 04:16:05 PM	Voice Mail To Kurt Thomas				RC LMTRMC seeking to discuss. Wait field contact.
MORITZD	07/31/2008 02:34:24 PM	Call To Kurt Thomas				FOM advised he does not have a computer at the moment and asked if RC could research directly with Med/Arb. RC to contact Med/Arb.
MORITZD	07/31/2008 02:34:51 PM	E-Mail To Nick Cardoni				Nick, Can you take a look at this one? This car has been down since 7/12 waiting for a mechatronix unit and they do not expect the part until 8/15. The customer is seeking a replacement. I spoke to Kurt Thomas, but he does not have a computer at the moment. Seems pretty cut and dry and was wondering if you can get the ball rolling without Kurt submitting the request? Thanks,
MORITZD	07/31/2008 02:44:46 PM	E-Mail From Nick Cardoni				Don, I will handle it from here. I will send the customer a replacement offer today. Thanks, Nick
MORITZD	07/31/2008 02:46:09 PM	Voice Mail To [REDACTED]				RC LMTRMC. Please transfer to available RC. Please advise Customer that Med/Arb will be sending her a replacement request today. Wait Customer call.

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MORITZD	07/31/2008 03:32:33 PM	Call From [REDACTED]				
RC advised Customer of offer of replacement vehicle. Customer states her dealer contacted her today and advised they received the part, it has been installed, and dealer is test driving vehicle to assure it is okay. Customer states she will stay in contact with dealer and contact RC with any further issues. RC explained our reasons for making offer. Customer thanked. Pending Customer call.						
MULLINT	08/13/2008 11:23:25 AM	Call From [REDACTED]				
Customer states her vehicle was down for 3 weeks; CO was supposed to contact her back and CO never did. CO advised customer CO did not contact her back because RC had contacted her with an offer. Customer states RC was going to provide her with another vehicle, but the vehicle was repaired; she is back with the vehicle; she was without it for 3 weeks and she is seeking a vehicle payment she does not see why she should have to pay this when she was without the vehicle for 3 weeks. CO advised to hold while researching this. CA to call RC.						
MULLINT	08/13/2008 11:28:36 AM	Call To CCC				
CO attempted to contact level 2; was on hold a long period of time; CO to return to customer.						
MULLINT	08/13/2008 11:29:04 AM	Return To [REDACTED]				
CO advised Customer CO will need to research this further internally and contact her back by the COB today; seeking to know the amount of her vehicle payment. Customer states she is purchasing the vehicle and the payment amount is \$540. CO advised will research and contact her back by the COB today. CO to call dealer to get total number of days down.						
MULLINT	08/13/2008 11:32:01 AM	Call To Victor		422567		
CO advised seeking to speak with Service Manager. Service Advisor advised he is not in yet. CO advised seeking to know total number of days down for customer. Service Advisor advised the vehicle came in on July 12, 2008 and was picked up on July 31, 2008 (total number of days down the repair are 20 days). CO to research with level 2.						
PETERSG	08/13/2008 11:38:31 AM	Call From Tronda				
CA states the customer was offered a vehicle replacement by RC, but she declined the offer because her vehicle was fixed. CA states the customer is seeking a vehicle payment (\$540) because of the 20 days down. RC agreed that CO may offer that to the customer as a goodwill gesture.						

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MULLINT	08/13/2008 11:42:36 AM	Voice Mail To [REDACTED]				
CO LVMM. CO advised we are able to provide her with a one month vehicle payment as a one time Goodwill gesture; she can either mail or fax her payment coupon information to CCC; she will need to continue to make the payments on time; fax EXT 6504; mailing address 3499. No further action, pending customer Correspondence.						
CAMILOM	08/15/2008 02:57:06 PM	FAX From [REDACTED]				
Fax in doc center.						
CAMILOM	08/15/2008 02:57:30 PM	Assigned To ccc				
PETERSG	08/18/2008 08:59:31 AM	Assigned To MORITZD				
PETERSG	08/18/2008 09:02:34 AM	Note To ccc				
RC generated the following EFT: "848556520, WVWBA71F88V [REDACTED] [REDACTED] VW to EFT one vehicle payment to VCI on the customer's behalf, due to down time at low age/mileage. Total = \$541.28"						
CR_BATCH	08/21/2008 04:00:16 AM	Note To PETERSG				
Amount for \$ 541.28 was Posted on 08/20/2008. AP reference number: 40054064						

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2008 Eos 2.0L [REDACTED]	080278846	Customer Relations	WVWFA71F48V [REDACTED]	15,000		
JANSSEL	08/05/2008 04:33:17 PM	Call From [REDACTED]				Complaint 408207 Pr. Part: 3511-Mechatronic Pr. Rsn: 31G Surging
<p>Customer states the following: Original owner; Current mileage is 15K; Customer leased vehicle from VCI; First VW; No additional warranty/service contract; Last maintenance unknown; This is a repeat repair; Maintained at dealer(s):408207; Working with dealer 408207; Vehicle is currently down; Vehicle location-dealership; Working with Service Manager-Jon Lindstrom; Total days down-18 days; Vehicle concern/symptoms are vehicle will jerk forward in low gear; Customer is seeking/expecting 3 months vehicle payments; Dealer is aware that customer is seeking assistances; dealer 408207 advised Customer they are able to offer him one month vehicle payment, Customer feels this is insufficient as he has taken vehicle to dealer 408207 3 times for this concern, has taken vehicle to dealer December 2007 (Service Manager could not duplicate concerns), April 2008 (dealer replaced a chip), and July 2008(dealer is waiting for the mechatron part to arrive at dealer as it was on backorder), has been without the vehicle and was given a beat up Jetta loaner vehicle, since the vehicle is down at the dealer Customer cannot use the convertible now when the weather is warm, dealer 408157 referred Customer to CCC as he agreed with Customer that he should receive 3 months vehicle payment, Customer is a lawyer and if the repair does not fix the concerns then he no longer wants the vehicle. CO advised: will document concerns, will evaluate request for 3 months vehicle payment, cannot guarantee we will be able to offer 3 months payment, will contact Customer by the close of business on Thursday 8/7/08 with an update. Customer seeking to know if he should accept the check for one month payment check from dealer 408207. CO advised: it is up to the Customer's discretion on accepting the payment from the dealer 408207, advised if we are able to offer Customer more compensation in the form of a vehicle payment then he would need to submit his payment coupon to CCC. CO to contact dealer 408207.</p>						Complaint 408207 Part: 3511-Mechatronic Rsn: 14H Repeat Repair
JANSSEL	08/05/2008 04:41:41 PM	Note To CCC				
CO to call dealer 408207 due to the nature of Customer's request.						
JANSSEL	08/05/2008 04:42:54 PM	Voice Mail For Jon		408207		
CO advised: Customer contacted CCC in regards to vehicle surging forward in low gear, seeking to verify that Customer brought vehicle to dealer 408207 3 times for this concern, would also like to know the total days down vehicle has spent at the dealer for concern, Customer also stated dealer is offering him a one month vehicle payment in a check form, seeking to know if dealer is providing a one month vehicle payment, seeking a return call. CO to wait dealer call.						

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JANSSEL	08/07/2008 09:33:31 AM	Call To John		408207		CO seeking to know repair history for vehicle and total days down. Service Manager advised: repair is complete, Customer picked up vehicle yesterday, Customer brought vehicle to dealer in December 2007 and April 2008 for surging concern, dealer was unable to duplicate concern, vehicle was down 1 day each and no alternate transportation was provided for either visit, brought vehicle to dealer in July 2008, dealer duplicated concern and repaired the valve body control unit (mechatron), vehicle was down 13 days, was given a loaner vehicle, dealer gave Customer a vehicle payment check yesterday. CO to research.
JANSSEL	08/07/2008 12:41:37 PM	Face-To-Face With Jim				TA advised: vehicle was down for 13 days, provided a loaner vehicle, and received a check for a vehicle payment from dealer 408207, advised we would not provide additional vehicle payments. CO to call Customer.
JANSSEL	08/07/2008 03:23:25 PM	Voice Mail For [REDACTED]				CO advised: calling in regards to our follow up date, provided CCC's phone number and reference number, advised if CO is unavailable anyone would be able to assist. Please advise CO evaluated request and we are unable to provide 2 additional vehicle payments as dealer 408207 provided a vehicle payment check and we will support their decision. CO to wait Customer call.
MULLIGM	08/08/2008 09:40:54 AM	Call From [REDACTED]				Customer states seeking CO; CA to call CO.
MULLIGM	08/08/2008 09:41:18 AM	Call To Lisa				CO not available; CA to return to Customer.
MULLIGM	08/08/2008 09:41:27 AM	Return To [REDACTED]				CA advised CO not available; CA can assist; Customer states seeking update; CA advised we would be unable to offer any additional vehicle payments above what Dealer is offering; we would support their decision; Customer states seeking Supervisor; CA advised Supervisor would not be able to overturn decision; Customer states seeking Supervisor as if we do not do right thing he will sue VW; CA transfers to TA.

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POWELLS	08/08/2008 09:54:44 AM	Continued Comment With				<p>Customer states: the position is ridiculous; this vehicle was brought in 3 times and it took the dealer until the 3rd time to find the concern; VW is losing a Customer and buying a lawsuit; on top of all of this he had to pay for a oil change. TA advised: we did gather information from the dealer and feel that the offer of one vehicle payment is a generous offer. Customer states: he was without his vehicle for the summer and in a junk vehicle for a loaner. Customer states: would like TA's Supervisor. TA advised: we are all empowered to provide this information and decision. Customer states: wants head of CCC. TA provided. Customer states: wants phone number for the head to the corporate office. TA advised: he is speaking with the corporate office. Customer states: wants a phone number to the president of operations. TA advised: there would be no direct line TA can provide only a mailing address. Customer states: will not write wants the number. TA advised: there would be no direct line TA can provide. Customer states: would like to speak with Lisa Madion. TA advised: his next contact would have to be with my Manager and our position would remain the same. TA to locate.</p>
POWELLS	08/08/2008 10:02:29 AM	Note To CCC				<p>Supervisor assisting other Customer. TA to return to Customer.</p>
POWELLS	08/08/2008 10:02:54 AM	Return To				<p>TA advised: was assisting other Customer would contact him by COB today. Customer states: would like to be called on business line. TA to assign.</p>
POWELLS	08/08/2008 10:04:18 AM	Assigned To WINERR				<p>Please call Customer on business line by the COB today. Supervisor to call Customer.</p>
WINERR	08/08/2008 02:33:05 PM	Call To				<p>Customer states: has had problems with vehicle since first day he purchased it, it has taken 3 times for the dealer to repair the concern, has not had an opportunity to enjoy vehicle, has been offered a vehicle payment from the dealer. Customer seeking for 2 additional months of vehicle payments. Supervisor advised customer: Volkswagen's obligation is to repair the vehicle under the terms of the warranty which has been done, the dealer 408207 has offered goodwill in the form of a vehicle payment, Volkswagen would be unable to offer further compensation outside of what the dealer has offered. Customer seeking to speaking with the head of the call center. Supervisor advised customer she is not available to speak with however, customer is welcome to send a letter. Customer states seeking to speak with legal department. Supervisor advised customer would need to initiate contact via correspondence and offered address. Customer declined address, stated he is an attorney and will take action on his end. Supervisor to assign to CO.</p>

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WINERR	08/08/2008 02:40:39 PM	Assigned To JANSSEL				
	CO to review and close.					
JANSSEL	08/08/2008 03:05:49 PM	Note To CCC				
	CO reviewed case. No further action.					

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2008 Eos 2.0L						
	080286442	Customer Relations	WVWFA71F88V	6,000		Complaint 408126 Pr. Part: 1009-Cylinder block Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
WILLIAK2	08/13/2008 08:34:09 AM	Call From				Complaint 408126 Part: 1009-Cylinder block Rsn: 97J Part Delays (No Error in Dealer Ordering)
Customer states the following: Original owner; Current mileage is 6k; Customer leased vehicle from VCI; First; No additional warranty/service contract; loves vehicle not any other concerns except for the transmission; Last maintenance unknown; Maintained at Unknown dealers; Working with dealer 408126; Vehicle location-customer residence; Vehicle concern/symptoms are transmission bucks and shifts roughly; Customer is seeking/expecting transmission to be repaired; Dealer is not aware that customer is seeking assistance; Customer states: doesn't want vehicle back; has concerns with the transmission bucking and rolling back on any type of incline; was told the last time by Dealer that it is working as designed and that she isn't used to German automobiles; wants vehicle fixed; had spinal surgery and it is very uncomfortable to drive the vehicle even though she has fully recovered; will be taking to Dealer tomorrow (8/14) at 8:45am for an appointment. CO advised will contact Dealer to make sure they are utilizing all of their resources; will speak with them about concerns and contact Customer by COB Friday (8/15). CO to email Dealer tomorrow (8/14).						

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WILLIAK2	08/14/2008 08:11:47 AM	E-Mail To Michael Dolce		408126		

***** Email to miked@legendaudorama.net; *****

ACTION REQUIRED: [REDACTED] - Goodwill Request.

The following customer has contacted Customer CARE seeking goodwill.

Based on the information gathered below and the knowledge you have on this customer, please answer the following questions:

Should this customer receive Goodwill?

If yes, how much goodwill?

If no, please provide an explanation so that we may update our case notes.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F88V [REDACTED]

Mileage: 6,000 miles

This customer/family has owned __1__ VWs in total.

This customer has serviced and maintained the vehicle at __unknown__.

This customer states the vehicle has been serviced as recommended by Volkswagen.

This customer has had the following service experience including Roadside:

Not many concerns

The customer is seeking the following: assistance with repairs. Please provide diagnosis and P/L breakdown. Thank you.

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Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.
Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Krysten Williams
(248) 754-3496

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

CO to wait Dealer email.

BOMMARJ 08/15/2008 02:02:27 PM Call From [REDACTED]

Customer states would like to speak with CO. CA advised will see if CO is available. CA to call CO.

BOMMARJ 08/15/2008 02:02:52 PM Call To WILLIAC2

CO voicemail picks up. CA to return to Customer.

BOMMARJ 08/15/2008 02:03:16 PM Return To [REDACTED]

CA advised CO is assisting another Customer and can CA assist. Customer states would like CO to return her call. CA advised a follow up is scheduled for no later than COB today Friday 8/15. Customer states would like to be reached at [REDACTED] CO to call Customer.

WILLIAC2 08/15/2008 04:52:53 PM Call From [REDACTED]

CUST states: seeking to speak with CO. CA to transfer to CO.

WILLIAC2 08/15/2008 04:53:30 PM Transfer To Krysten

CO not available. CA to return to CO.

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WILLIAC2	08/15/2008 04:54:21 PM	Return To [REDACTED]				CO is assisting other customer. Customer states: would really like to hear from CO by COB today as promised would like to know when CO will call back; would like to call back at cell or business phone. CA advised: CO will call no later than 7 P.M. today. CO to call customer.
WILLIAC2	08/15/2008 05:02:45 PM	Note To CCC				CO not in today. CA to call customer.
WILLIAC2	08/15/2008 05:03:37 PM	Call To [REDACTED]				CO will not be available for the remainder of the day; offered to assist. Customer states: having trouble speaking to the Service Manager regarding concerns; Dealer gave a loaner with no gas barely got home; Service Manager stated that the rollback was characteristic of German vehicle; has a Jetta loaner and it does not do that; does not want the vehicle to come back in that condition if so the Dealer can keep it; also Dealer is stating the part may take up to months to come in; does not want to paying on a vehicle not being used; want CO to call her back. CA advised: CO will call no later than 8/18/08. CO to call customer.
WILLIAK2	08/18/2008 12:24:15 PM	Call To Mike		408126		CO inquired about Customer's vehicle. Service Manager states that he contacted FOM and received authorization to put Customer in loaner vehicle until the part arrives; vehicle needs mechatronics which is on red order; has been keeping up with speaking to Customer. CO to contact Customer.
WILLIAK2	08/18/2008 01:02:41 PM	Call To [REDACTED]				CO advised spoke with Dealer in regards to part being on red order. Customer states wanting to know if she will have the vehicle back Friday and if she still has to pay her car payments. CO advised that she should still pay car payments and isn't sure if vehicle will be ready for Friday (8/22); will contact Dealer on Wednesday to see if there is an update regarding the part. CO to contact Dealer on Wednesday (8/20).
WILLIAK2	08/20/2008 09:54:10 AM	Voice Mail To Mike		408126		CO LMTRMC. CO states seeking to know if part came in for Customer's vehicle. CO to wait Dealer call.

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WILLIAK2	08/21/2008 09:09:20 AM	Call To Ronnie (Parts)		408126		CO asked for Part Manager. DP states Part Manager isn't available. CO inquired about Customer's part that is on red order. DP states that the part is processed and is most likely in transit; Sales Doc #10049418578; Part # 02E325025ADZCE. CO to contact Customer.
WILLIAK2	08/21/2008 10:12:42 AM	Call To [REDACTED]				CO states that the part has been processed and should be shipping to Dealer soon; will be following up Monday (8/25) and with Customer on Tuesday (8/26). CO to follow up with Dealer.
POWELLS	08/22/2008 02:52:31 PM	Note To CCC				Case reviewed
WILLIAK2	08/25/2008 02:16:09 PM	Call To Mark (Parts)		408126		CO inquired about Customer's parts. DP states that all parts are in and ready for vehicle to be repaired. CO asked to be transferred to Service Department. CO to wait Service.
WILLIAK2	08/25/2008 02:17:33 PM	Call To Mike		408126		CO inquired how long it will take to repair vehicle. Service Manager states that the vehicle will be ready for pick up on Wednesday (8/27); been down since 8/14. CO to contact L2.
PRENTIM	08/25/2008 02:26:58 PM	Call From Krysten				RC advised we will continue to work within the terms of the warranty to address further concerns. Vehicle will be down less than 2 weeks for the current concern.
WILLIAK2	08/25/2008 04:04:39 PM	Call To [REDACTED]				CO advised that we are going to work under the terms of the warranty to address any concerns the Customer may have. No further action.

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2008 Eos 2.0L						
	080379296	Customer Relations	WVWBA71F08V	6,000		
CALDWEM	11/20/2008 10:59:26 AM Call From CHESTER DRAKE					Complaint 403084
Customer states: Original owner; VCI; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; has a service contract; jerking; Customer is seeking/expecting vehicle operating; working with unknown; this customer perceives this to be a premature failure; Customer states then he takes off from a stop sign either the tires spin or vehicle jerks notice during colder weather, warm weather the vehicle can coast from a stop, the vehicle does not jerk or tiers spins. Customer states 3 weeks ago when the 5K was performed, spouse was advised by the dealer this is the design of the vehicle for better gas mileage, vehicle operating as design, loves the vehicle, possible a design flaw, seeking to have the vehicle repaired. CO advised Customer this is out intent to ensure the vehicle is repaired operating to manufacture specifications, seeking to ensure Customer enjoy his vehicle. CO Customer we would like to confirm the technical resources with the dealer to ensure the vehicle is repaired operating to manufacture specifications. CO advised Customer once he has a scheduled appointment, please feel free to call the CO. Pending Customer appointment. No further action.						Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
RYDAM	11/25/2008 12:10:45 PM Call From					Suggestion 403084
Customer states calling back with appointment time; date is set for 9:00a.m., 12/1/2008. CA advised will document time and CO will be made aware. CO to review.						Part: 3511-Mechatronic Rsn: 33Q Vehicle Working to Operating Specs
CALDWEM	11/25/2008 12:22:52 PM Assigned To CER					
Customer states has a possible transmission jerks and tires spins more during the colder weather when taking off from a stop sign, Dealer 403084 has advised the vehicle is operating as design, will be taking the vehicle into dealer 403084 on 12/1/08. RCM calls Dealer 403084 and Customer.						
HAWLEYD	11/25/2008 01:03:49 PM Assigned To CER					
Assigned to the correct region.						
CAMPOSA	11/25/2008 01:07:03 PM Assigned To CAMPOSA					

Complaint 403084
Pr. Part: 3511-Mechatronic
Pr. Rsn: 56E Hesitation

Suggestion 403084
Part: 3511-Mechatronic
Rsn: 33Q Vehicle
Working to Operating Specs

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	11/25/2008 01:10:15 PM	Call To [REDACTED]				RCM LVMM. RCM advised: will follow up with Dealer on Monday 12/1; and will call customer by COB Monday 12/1. RCM to call Dealer.
CAMPOSA	12/01/2008 02:59:59 PM	Call To Chris Melton		403084		Service Manager advised: took test drive with customer; customer is not familiar with the way the DSG brakes feel; but there was a condition that Dealer was unfamiliar with; has two technicians working on vehicle now; should have answer by tomorrow; has already spoken with customer. RCM to call customer.
CAMPOSA	12/01/2008 04:21:18 PM	Call To [REDACTED]				RCM advised customer: spoke with Dealer 403084 today; they advised that they have two technicians looking over customer's vehicle; we understand that the Service Manager went on a test drive with customer; Dealer expects to have more information tomorrow; RCM will follow up with customer by COB tomorrow. RCM to call Dealer.
CAMPOSA	12/02/2008 11:26:56 AM	Voice Mail To Chris Melton		403084		RCM LVMM. RCM advised: customer's name and last 8 of VIN; seeking update on customer's diagnosis. RCM to wait Dealer call.
CAMPOSA	12/02/2008 11:30:16 AM	Call From Chris Melton		403084		Service Manager advised: Techline involved; Dealer has ordered a mechatronics for the DSG; will take a few days for component to come in; customer is in a loaner. RCM to call customer.
CAMPOSA	12/02/2008 03:58:04 PM	Call To [REDACTED]				RCM advised: spoke with Dealer 403084; Dealer contacted Techline, and together they determined that the mechatronics needed replacing; it will take a few days for the components to come in; RCM would like to follow up with customer by COB Friday 12/5. Customer advised he was thankful that they found the concern. RCM to call Dealer.
CAMPOSA	12/05/2008 09:50:54 AM	Call To Chris Melton		403084		Service Manager advised: vehicle is repaired; customer is picking up vehicle. RCM to call customer.

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

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CAMPOSA	12/05/2008 03:49:43 PM	Call To [REDACTED]				RCM advised customer: following up to verify customer received his vehicle today. Customer advised: yes, and it is running much better. RCM advised customer: we apologize that customer has concerns so early in his ownership and would like to send him a \$75 service voucher which is good for one year. Customer thanked. RCM to assign to Correspondence to mail.
CAMPOSA	12/05/2008 03:51:05 PM	Assigned To CORR				Please send customer \$75 service voucher. Correspondence to mail voucher.
BICKMAD	12/08/2008 06:42:33 AM	Assigned To FOSTERC				
FOSTERC	12/09/2008 08:59:59 AM	Mail To [REDACTED]				CA generated and mailed letter. Letter can be viewed in doc center. CO to review and close.
FOSTERC	12/09/2008 09:00:26 AM	Assigned To CAMPOSA				
CAMPOSA	12/09/2008 10:38:47 AM	Note To CCC				RCM reviewed. No further action.

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	080394548	Customer Relations	WVWBA71F98V [REDACTED]	5,500		
CONLINR	12/08/2008 10:27:29 AM	Call From [REDACTED]				Complaint 420112 Pr. Part: 1570-Cylinder head Pr. Rsn: H96 (EPC) Warning Light
	(reference case 80351402) Customer states was driving when Vehicle down shifted roughly; EPC warning light came on; has driven 3 tanks of gas since Dealer 422207 advised Customer this is a fuel concern and is still experiencing concerns; now will be taking Vehicle to Dealer 420112; seeking to either have this concern repaired or have Vehicle taken back. CO advised the following: would document concerns; Customer should contact CCC when an appointment has been made with Dealer; a RCM would be researching Customer request at that point. Pending Customer call. No further action					Complaint 422207 Part: 3730-Transmission ECM Rsn: H96 (EPC) Warning Light
CONLINR	12/08/2008 04:26:04 PM	Face-To-Face With Stefanie				Complaint 420112 Part: 1570-Cylinder head Rsn: T01 Auto/Hybrid - Shifts roughly
	(reference case 80351402) TA advised CO to assign case to RCM as no further CO involvement is necessary and no follow up date has been set. CO to assign case to RCM					
CONLINR	12/08/2008 04:27:01 PM	Assigned To RCM				
	RCM to research Customer concerns with shifting and EPC light as Customer is either seeking to have this repaired or get out of Vehicle.					
CREECHA	12/08/2008 04:28:28 PM	Assigned To STEWARJA				
STEWARJA	12/09/2008 04:16:24 PM	Call To Fred		420112		
	RCM LVMM with Service Advisor regarding Customer vehicle. RCM to wait Dealer 420112 call.					
STEWARJA	12/09/2008 07:17:34 PM	Note To CCC				
	RCM to call Customer so RCM does not have a broken promise.					
STEWARJA	12/09/2008 07:18:38 PM	Voice Mail To [REDACTED]				
	RCM LVMM with Customer advising that we are still researching the Customer concerns and would like to provide follow up by COB tomorrow. RCM to wait Dealer 420112 call.					

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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STEWARJA	12/10/2008 11:20:57 AM	Voice Mail From Fred		420112		
Service Advisor LVMM with RCM advising that Dealer 420112 is working with techline. RCM to call Dealer.						
STEWARJA	12/10/2008 11:24:52 AM	Call To Fred		420112		
Service Advisor states: Customer took the vehicle in because of hesitation concerns at low speeds; Dealer 420112 was able to duplicate his concerns; Techline was called and they advised Dealer to reset the transmission control module; vehicle was released to Customer last night; Customer called back and said the vehicle is driving much better now; Customer indicated that he may come back for follow up; at this point the Dealer is not ready to close the Repair Order unless Customer gives indication that he is completely satisfied. RCM to call Customer.						
STEWARJA	12/10/2008 01:36:03 PM	Call To [REDACTED]				
Customer states: the vehicle performance is steadily getting worse since last night; the surging came back in vehicle; the vehicle will accelerate by itself and continue to go forward at low speeds after the engine has reached optimum temperature; the vehicle used to stall out as well; Customer described the vehicle as feeling like a manual when you haven't engaged the clutch properly while giving the vehicle gas; is very happy with Customer service given by all parties involved so far; will be taking vehicle back in to Dealer 420112 for diagnosis; Dealer indicated that the next steps were to get the FOM to look at Customer vehicle. RCM advised Customer that Dealer is taking the proper steps to address Customer concerns; if Customer should have further concerns that need to be addressed he should contact CCC back. Pending Customer call, no further action.						
GHIDROA	12/24/2008 12:28:16 PM	Call From [REDACTED]				
Customer states: previous case number 80351402; customer contacted dealer 420112 on 12-10-08 and was advised that a VW engineer will come out and inspect the vehicle by 12-19-08; customer has waited until today; customer states he has nothing against the Dealer however he was not contacted by Dealer 420112; customer called Dealer 420112 and left a voicemail message; customer states he will be travelling to Arizona in a few days and he will remain there for several months; while in Arizona he will be contacting Dealer 422207 (refer to case 80351402) where the vehicle has been serviced in the past; recently as customer was trying to back up, the vehicle would either stall or surge; customer states he had a hard time removing the vehicle from a tight space; when the engine is warm this concern with stall and then surge returns. Customer seeking: to find out whether he can take the vehicle to be inspected and repaired to Dealer 422207 while he will be in Arizona; for CCC to contact Dealer 420112 to advise that customer has waited for the engineer to come out however he will be out of the state for several months. CA advised: will document customer's new information; since customer will be travelling he may take the vehicle to Dealer 422207; CCC will contact Dealer 420112 to advise of the fact that customer will be out of state for several months. Customer states: he will call back once he contacts Dealer 422207. RCM to contact Dealer 420112 to advise that customer has waited for the engineer to inspect the vehicle by 12-19-08 and customer will be leaving town in a few days and will be gone for several months.						

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
STEWARJA	12/24/2008 01:51:39 PM	Voice Mail To Mike		420112		
RCM LVMM for Service Manager on Dealer 420112 general voice mail machine. RCM to wait Dealer call.						
SHEARDA	12/24/2008 01:58:53 PM	Call From [REDACTED]				
Customer states he just received a call from the survey department regarding a service at dealer 420112 on 12/17/2008, customer states he did not have services to the vehicle on this day; states that the field tech was suppose to come out on the day however he did not; states now that the field tech is suppose to be coming back he is going out of town and would like to speak to the RCM. CA to call RCM.						
STEWARJA	12/24/2008 02:05:51 PM	Continued Comment With [REDACTED]				
Customer states he received an email asking about his experience on the 17th; Customer does not remember setting up an appointment for the 17th and never received a call concerning an appointment either; plans to take the vehicle to Dealer 422207 in a week once in AZ. RCM states contacted Dealer on Customer behalf to find out if Customer missed appointment but Dealer was not open today; will continue to follow up; will contact Dealer 422207 to make them aware of the Customer concerns. RCM to wait Dealer 4201112 call.						
STEWARJA	12/26/2008 11:07:29 AM	Voice Mail From Fred		420112		
Service Advisor LVMM with RCM advising that the Service Manager is out of town until next week; Customer was never scheduled for the FOM to come in; spoke to Customer; Customer is going to take his vehicle to a Dealer in AZ when he gets down there in a few weeks; seeking to have FOM in AZ see his vehicle. RCM to email FOM.						

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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STEWARJA	12/29/2008 01:14:45 PM	E-Mail To Dan Craig				
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The following customer has contacted Customer CARE. I have confirmed that the vehicle has [2] repairs for the same concern

Customer Name: [REDACTED]

VIN: WVWBA71F98V [REDACTED]

Model/Model Year: 2008 Eos

In-service Date: 4/15/2008

Mileage: 5,500

Is the vehicle at the dealer for repairs: No, He is headed down to 422207

What has the Service Manager indicated: The customer was scheduled to meet with Harald Gomez but he is returning to AZ for the winter and will be taking his vehicle in after the new year.

Overview of confirmed vehicle repairs: The transmission control module has been replaced and reset.

Days Down: N/A

What is the customer looking for:

(b) The customer has lost faith in the vehicle and is asking us to escalate the issue. I have offered to involve CCC in making sure the dealers are utilizing all their technical assistance and the customer seems to be satisfied. If there is any additional action you'd like to take on this case, please let me know by ASAP?

Next steps/CARE action: If you don't feel any additional action is warranted, no need to respond to this email.

Since this is coming from a group mailbox, we'd appreciate if you could select 'REPLY TO ALL' when responding to this email.

Thank you for your help.

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VOLKSWAGEN OF AMERICA, INC.
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Jason Stewart Region Case Manager - Western Region Volkswagen of America 3499 W. Hamlin Rd. Rochester Hills, Mi 48309 800-822-8987 ext. 43543						
Pending CUST call back no further action.						
DUBROCN	01/09/2009 12:35:06 PM	Call From [REDACTED]				
Customer requesting to speak with RCM; if RCM is unavailable will take VM. CA to transfer call.						
DUBROCN	01/09/2009 12:37:02 PM	Transfer To Jason Stewart				
CA transferred Customer to RCM VM. RCM to return call.						
STEWARJA	01/09/2009 03:16:29 PM	Voice Mail From [REDACTED]				
Customer LVMM with RCM advising his appointment is for 1/15/09. RCM to call Customer.						
STEWARJA	01/09/2009 04:14:39 PM	Voice Mail To [REDACTED]				
RCM LVMM with Customer advising that we received his voice mail; RCM will be following up with Dealer 422207 on 1/15 and will be providing Customer with an update by COB 1/16/09. No further action pending follow up date.						
DECLERC	01/15/2009 02:51:36 PM	Call From [REDACTED]				
Customer requested to speak with RCM; CA advised that RCM has a note to call customer by COB tomorrow; Customer would like CA to note that he took vehicle to Dealer 422207 in AZ; customer also provided CA with his AZ telephone number: 480-883-7245. RCM to call customer as planned.						
STEWARJA	01/15/2009 03:09:08 PM	Call To Ken		422207		
RCM inquired about the status of Customer vehicle. Service Manager states: Customer vehicle is at Dealer 422207 right now; the vehicle was diagnosis and it needs a new electronic control module for the valve body; the part is on order; the Customer will be provided a rental. RCM to call Customer.						

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STEWARJA	01/16/2009 05:13:50 PM	Call To				

RCM advised Customer that the Dealer has diagnosis the vehicle as needing an ECM for the valve body and the part is on order.
Customer states: the part is on back-order; the Dealer is trying to obtain the part; Customer is paying \$20 for rental; if part is going to take a while Customer will take back rental and wait on part. Customer states will call back if future assistance is needed.
Pending Customer call no further action.

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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 2.0L						
	080399006	Mediation/Arbitration	WVWFA71F98V	14,531		Unknown 426078
CARDONN	12/12/2008 02:42:43 PM	Attached Mail From Ed Groth				Pr. Part: 3511-Mechatronic
	Recd replacement request from FOM. Vehicle has 14531 miles and has been serviced at DLR 426078. Listed concerns as drive train shudder on acceleration. FOM stated that dealer has NBC for customer at Port currently.					Pr. Rsn: 50E Shuddering/Shaking
CARDONN	12/12/2008 03:05:13 PM	Call To Ed Groth				Unknown 426078
	Advised that VW will not be able to replace EOS with NBC because it is a lesser piece of colateral. Agreed that VW can offer repurchase and charge full repurchase and can give half back to customer when she purchases the VW at the dealer.					Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only)
CARDONN	12/12/2008 03:15:34 PM	Call To Mike Escona		426078		Unknown 426078
	Advised that VW will not be able replace the vehicle as the vehicle located is a lesser piece of collateral. Advised to forward a copy of the repair history and I will get a repurchase offer together. Service Manager stated that he has been in contact with customer so he will call her to touch base. Advised that I will follow up with her once offer is made.					Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
CARDONN	12/12/2008 03:53:25 PM	E-Mail To VCI				Rsn: 43Q
	Please note that VW Med Arb will be offering to repurchase vehicle under the terms of the CA LL. Please forward a copy of the payment history ASAP.					Repurchase/Replacement(Mr Only)
	WVWFA71F98V 847319919					
CARDONN	12/16/2008 09:36:14 AM	E-Mail From Tom Heckenliable		426078		
	Recd copy of ROs.					
CARDONN	12/16/2008 04:24:46 PM	Call To Tom Heckenliable		426078		
	SM stated that GM has spoken to customer to make the offer.					
CARDONN	12/16/2008 04:25:31 PM	Voice Mail To				
	LVMM to offer settlement.					

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CARDONN	12/16/2008 04:41:29 PM	Mail To [REDACTED]				
Sent offer letter via Fed Ex.						
CARDONN	12/16/2008 04:41:47 PM	E-Mail To Ed Groth				
Sent offer letter.						
CARDONN	12/18/2008 01:25:33 PM	Call From Don Dirito		426078		
General Manager stated that customer has been extremely difficult to deal with since the customer believes that she would not pay for use. Advised that VW will not waive the use on the vehicle because the first documented repair was at 14531. General Manager stated that customer is stating that she complained of the hesitation at the time of purchase. Advised that the offer is made under the terms of the CA LL and is made as a goodwill gesture only. General Manager stated that he has been assured by the customer that she will purchase another VW at the dealer. Advise that offer will be revised contingent on the customer purchasing another VW.						
CARDONN	12/18/2008 01:39:38 PM	Mail To [REDACTED]				
Sent revised offer letter.						
CARDONN	12/18/2008 01:40:01 PM	E-Mail To Don Dirito		426078		
Sent copy of offer.						
CARDONN	12/22/2008 02:11:24 PM	Attached Mail From [REDACTED]				
Recd copy of signed offer letter.						
CARDONN	12/22/2008 02:36:09 PM	Approved By Nick Cardoni				
Req check.						

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CARDONN	12/22/2008 02:44:24 PM	E-Mail To VCI				
Please note that VW Med Arb will be repurchasing [REDACTED] vehicle under the terms of the CA LL. Please place this account protective status until the payoff is received.						
WVWFA71F98V [REDACTED] 847319919						
CARDONN	12/22/2008 02:48:07 PM	E-Mail To [REDACTED]				
[REDACTED],						
Please allow this e-mail to serve as a follow up to our earlier conversation.						
As of today 12/22/2008, I have received the needed paperwork from you to request the settlement check. I have also contacted VW Credit Leasing and requested that your account be placed in a protective status until the payoff is received.						
Thanks,						
ANGERK	01/05/2009 01:49:47 PM	Assigned To CARDONN				
Check # [REDACTED] for amount \$6,255.57 received.						
Check forwarded to advocate for handling						
CARDONN	01/05/2009 02:02:11 PM	Assigned To MONTERB				
FOM is Ed Groth, FI is VCI and nonconformity is due to drive train shutter on acceleration.						
MONTERB	01/05/2009 04:29:30 PM	Call To Tom Heckenliable		426078		
SM confirmed he will handle the paperwork for the buyback.						
MONTERB	01/05/2009 04:52:35 PM	Closing Package (M/A Only) To Tom F		426078		
EON						
MONTERB	01/05/2009 04:54:06 PM	Approved By Branding fees				
WVWFA71F98V [REDACTED] Jerilynn, Title branding fees						

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MONTERB	01/06/2009 03:30:00 PM	Vehicle For [REDACTED]				Advised that SM will contact her to schedule the closing.
ANGERK	01/08/2009 01:22:55 PM	Assigned To MONTERB				Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling
MONTERB	01/12/2009 04:18:55 PM	FAX From Tom Heckenliable		426078		Copy of Vessel.
MONTERB	01/12/2009 04:19:24 PM	Vehicle To btm 1/10/2009				
MONTERB	01/12/2009 04:31:10 PM	Approved By Loan Payoff				WVWFA71F98V [REDACTED] [REDACTED] Jerilynn, EFT payment for loan payoff of acct # [REDACTED] to obtain clear title.
CR_BATCH	01/15/2009 04:00:39 AM	Note To MONTERB				Amount for \$ 30985.86 was Posted on 01/14/2009. AP reference number: 40001358
MONTERB	01/20/2009 04:21:59 PM	Attached Mail From EMMA BRIDGES				Received Title
MONTERB	01/27/2009 03:32:52 PM	Voice Mail For Tom Heckenliable		426078		Seeking update on paperwork.

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MONTERB	02/03/2009 12:15:54 PM	E-Mail To Tom Heckenliable	426078			
Good morning Tom,						
I just want to follow up and see if you have an update on the paperwork for this one?						
Benedetto Monterosso Mediation Remarketing Coordinator						
MONTERB	02/04/2009 05:03:39 PM	Voice Mail For Tom Heckenliable	426078			
Seeking update on the paperwork.						
MONTERB	02/09/2009 12:23:56 PM	E-Mail From Tom Heckenliable	426078			
Good Morning,						
The vehicle is repaired and tested. I will send paperwork today. Sorry for the delay.						
Tom						
MONTERB	02/11/2009 03:10:36 PM	Attached Mail From tom heckenlable				
Vessel, ACF, VCR, CNC, BBRP						
MONTERB	02/11/2009 03:21:44 PM	Final Repair Order (M/A only) From tr	426078			
MONTERB	02/11/2009 03:21:58 PM	Vehicle To btm				
MONTERB	02/11/2009 03:44:05 PM	Mail To CA DMV				
Mailed title for branding.						

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MONTERB	03/03/2009 03:17:30 PM	Attached Mail From CA DMV				Received branded Title
MONTERB	03/04/2009 11:47:53 AM	Note To RVDS				RO 64114 Mileage 15,417 Transmission shift surging mecatronic control unit Replaced mecatronic unit
MONTERB	03/04/2009 12:00:26 PM	Assigned To CARDONN				disclosure completed.
CARDONN	03/04/2009 01:26:38 PM	Disclosure (M/A Only) To VCI				Reviewed disclosure and sent to auction.
BENTLES	03/06/2009 01:19:54 PM	Note To ccc				Scanned File in Doc Center.

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2008 Eos 2.0L						
	080403581	Customer Relations	WVWBA71F08V	6,000		
MARASHS	12/18/2008 09:23:43 AM	FAX From				Suggestion 406527 Pr. Part: LEAS-LEASE AND LOAN PAYMENT Pr. Rsn: 37A Lease Payment
Fax in Doc Center. Reference case 808106777.						
MARASHS	12/18/2008 09:26:43 AM	Assigned To PABSTM				Complaint 406527 Part: 3885-Mechatronics Rsn: 56E Hesitation
PABSTM	12/18/2008 09:41:57 AM	Note To ccc				
WVWBA71F08V one vehicle payment to VCI. No further action.						Complaint 406527 Part: 6101-Convertible top assembly Rsn: X11 Water leaks driver side front door
CR_BATCH	01/03/2009 04:00:24 AM	Note To PABSTM				
Amount for \$ 328.14 was Posted on 12/31/2008. AP reference number: 40085057						
ALEXANLA	01/15/2009 02:36:12 PM	Call From				Complaint 406527 Part: 6101-Convertible top assembly Rsn: X20 Water leaks roof
Customer states seeking to speak with RCM. CA to transfer Customer to RCM.						
ALEXANLA	01/15/2009 02:37:04 PM	Transfer To Michele / RCM				
CA transferred Customer to RCM voice mail. RCM to call Customer.						
PABSTM	01/15/2009 03:52:50 PM	Voice Mail To				Inquiry Rsn: 17K New Fax
Customer LMTRMC, at work. RCM to call the customer.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	01/15/2009 03:54:09 PM	Call To				Customer states that the EOS is leaking a little on the outside, with a few drips on the inside, but the car was not put back together right, the plastic was probably not popped into place right, it rattles, its been annoying since she got the car back, the dealer is aware and she knows it can be fixed; the transmission hesitates and jerks once in awhile when she is stopped at a light, she is going to dealer on 1/16/09 because she didn't realize the State inspection sticker was expired 12/2008, she doesn't think she will get a loaner, she knows the mechanic, who will drive with her for the rattle and hesitation, and is calling RCM to keep it all on record, because if this continues, she will just let the lawyers deal with it, and file lemon law. RCM advised will follow up with dealer 406527 and will call the customer by the COB Monday, 1/19/09. RCM to email dealer 406527.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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PABSTM	01/15/2009 04:06:00 PM	E-Mail To Jerald Ochsner		406527		
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***** Email to jochsner@garnetvw.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update / 406527

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVVBA71F08V [REDACTED]

Reason for Inquiry: She called to tell me the EOS is returning to you tomorrow, 1/16/09, the mechanic will be riding around with her to hear the rattle where she thinks the roof wasn't put back together right, and to try and identify the jerking of the transmission when she leave from a stop light. She doesn't think there will be a loaner available, nor a rental.

Please put through a rental under goodwill, if necessary, if not covered under NVLW, as I'd hate to see her without transportation.

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Michele Pabst
Eastern Region Case Manager
(248) 754-3324

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

RCM to wait email from dealer 406527.

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09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
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PABSTM	01/15/2009 04:55:38 PM	E-Mail From Jerald		406527		
	Ok, I set her up for loaner.					
	Jerald RCM to email dealer 406527.					
PABSTM	01/15/2009 04:56:14 PM	E-Mail To Jerald		406527		
	RCM asked if the customer is aware that a loaner car will be available to her? RCM to wait email from dealer 406527.					
PABSTM	01/16/2009 11:44:35 AM	Call With Jerald		406527		
	Service Manager advised the customer is in her loaner, they are working with techline and he will update the RCM. RCM to wait call from dealer 406527.					
PABSTM	01/21/2009 09:58:34 AM	Call To Greg		406527		
	Service Advisor advised the repairs at dealer 406527 were done over night, the customer is in her car, while they wait for a mecka tronics part, that should arrive any day, this was causing the harsh shift and acceleration hesitation, it's ok to drive, it's just not perfect, and they took care of the rattle in the a pillar trim that was related to the previous repairs. RCM to call the customer.					
PABSTM	01/21/2009 10:11:37 AM	Call To [REDACTED] - bus #				
	RCM advised follow up on the recent repairs, being aware that the rattle in the pillar was addressed, as she suspected, that the part for the transmission should arrive to dealer 406527 any day, that the RCM will stay in the loop until the part arrives and gets installed in the vehicle, and will follow up with the customer once that repair is made. RCM to call dealer 406527.					
CONLINR	01/22/2009 09:02:39 AM	Call From [REDACTED]				
	Customer states seeking to speak with RCM. CA advised would transfer Customer to RCM, or RCM voicemail if RCM is unavailable. CA advised RCM would follow up with Customer by COB 1-23-09. CA to transfer Customer					

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	01/22/2009 09:03:16 AM	Transfer To Michele				
		CA transferred Customer. RCM to review				
PABSTM	01/22/2009 12:22:30 PM	Voice Mail From [REDACTED]				
		Customer advised a heads up, as the car is leaking from the back panels, dealer 406527 will look at this, when they fix the shifter part. RCM to call the customer.				
PABSTM	01/22/2009 04:08:57 PM	Call To [REDACTED]				
		Customer states that she went to the car wash Saturday, the rear arm rests were wet, car is nothing, and will call dealer 406527 to advise she is going there tomorrow, 1/23/09. RCM advised will follow up with the dealer. RCM to email dealer 406527 and FOM.				
PABSTM	01/22/2009 04:14:28 PM	E-Mail To SM and FOM		406527		
		FYI				
		She is bringing the car back to you tomorrow, 1/23/09, is calling Greg right now to schedule, for the new transmission part, and because she found water inside the rear arm rest area, after going through a car wash on Saturday.				
		Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center				
		Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309				
		Phone: 248-754-3324 Fax: 248-754-6504				
		michele.pabst@vw.com RCM to contact dealer 406527.				

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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PABSTM	01/23/2009 04:11:42 PM	Call To jerald		406527		Service Manager advised the macaronis unit was found damaged when they opened the sealed box, but it's not something you would even notice until you go to install it, they have another one on order, which should be in on Monday, they have not found any of the water that the customer described in the rear, it must have been small enough to dry up, when the transmission is repaired, they will drive through the car wash themselves, and go from there. RCM advised will follow up with them on Tuesday, 1/27/09. RCM to call the customer.
PABSTM	01/23/2009 04:21:02 PM	Voice Mail To [REDACTED] - cell #				RCM apologized, meant to call her at work #, updating her with the transmission will be repaired Monday or tuesday, 1/27/09, dealer 406527 plans to also drive the EOS through the car wash for their own research, and the RCM will call by the COB Tuesday, 1/27/09. RCM to call dealer 406527.
PABSTM	01/27/2009 01:15:42 PM	E-Mail To Jerald		406527		RCM asked if there is an update on the Meccatronics arriving for the transmission? RCM to wait email from dealer 406527.
PABSTM	01/27/2009 04:15:41 PM	Call To Jerald		406527		Service Manager advised the part has not arrived, it's been red ordered, it could take 4 weeks, he is still trying to get confirmation, and the customer has not been advised of this ETA yet. RCM to call the customer.
PABSTM	01/27/2009 04:18:19 PM	Call To Ms [REDACTED]				RCM advised not having the part in yet, and that the RCM will call the customer by the COB Tuesday, 2./3/09, if not sooner, just so the RCM is not calling the customer each day to advise that the part is not in. Customer states she is spoiled not having her car, it's cold and she doesn't have her heated seats in the Passat they gave her, she wants the car back and what is next step for replacing the car, as she has a 3 year lease and the car has been gone off and on for 3 months, when is the next step taken? RCM advised not having a chart to go by, that we are obligated to first repair the car under warranty, that we look at each situation individually, and will call the customer by next week. RCM to email dealer 406527.

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**VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	01/27/2009 04:23:34 PM	E-Mail From Jerald		406527		
<p>Hi Jerald,</p> <p>while we wait for the meccatronics to arrive, can the car be driven through the car wash to pursue the rear water leak complaint?</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504</p> <p>michele.pabst@vw.com RCM to wait email from dealer 406527.</p>						
PABSTM	01/28/2009 09:55:14 AM	E-Mail From Jerald		406527		
<p>No the transmission is apart</p> <p>Jerald</p> <p>RCM to wait further contact from the FOM or dealer 406527.</p>						
PABSTM	01/28/2009 04:06:08 PM	Call From Jerald		406527		
<p>Service Manager advised the meccatronics just came in, the transmission is fixed, its been driven 17 miles, through the car wash, it didn't leak one drop, the owners manual says that the car can't be put through a high pressure car wash, and they will call her shortly to pick up the car. RCM advised the customer is due a call back by Monday, 2/3/09, so the RCM will call the customer Friday or Monday, giving her time to retrieve the car and drive it for awhile. RCM to call the customer.</p>						

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PABSTM	01/29/2009 09:02:30 AM	Voice Mail From [REDACTED]				Customer states that she just got a call from dealer 406527 saying the car is fixed, they took the car through the car wash, with the pressures and stuff it should sometimes leak, her roommates EOS doesn't leak, her car leaks, this is crazy, she is going to the media, it will go to lemon law, she is sick of this, she is done, she is letting the RCM know, and ended the call. RCM to advise the FOM and dealer 406527.
PABSTM	01/29/2009 09:49:13 AM	E-Mail To SM, FOM, dealer principal	406527			<p>Hello Gentlemen,</p> <p>Just an FYI</p> <p>[REDACTED] left me a voice mail last night to let me know that she received the call saying the car is fixed. She is sick of the car leaking, her roommates car doesn't leak, she is going to the media and will pursue lemon law.</p> <p>I have not returned her call yet. I am leaving the office for a brief period (an hour or so), and will return and follow up with her at that time.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504</p> <p>michele.pabst@vw.com RCM to wait field contact.</p>
PABSTM	01/29/2009 05:14:02 PM	Call With jim Weiler		406527		FOM advised that the transmission was repaired, Service Manager drove the car 17 miles in the rain, and put a hose on the car without a leak, and that VWoA will continue to work within the terms of the warranty. RCM to call the customer.

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09/23/2009

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PABSTM	02/02/2009 02:45:25 PM	Call To				
RCM advised wanting to call and acknowledge getting the voice mail that the customer heard from dealer 406527 and was not happy. Customer states that she was so angry when she got the dealer call, that there is nothing more they could do, the car would leak, that her room mates car never leaks and what is she supposed to do when it rains and water drips in her car?. RCM advised the car should not leak when it rains, but her car is a convertible, even though it is a hard top, any time the car is driven through high pressure water, there could be water dripped in, there is no explanation as to why her friends car doesn't leak, these are manufactured vehicles, it's just like when some shoes squeak and other don't, there are no manufacturing shortcomings found in the car, no more repairs necessary, and it could be the luck of the draw that her friends car has never leaked. Customer states that is the most ridiculous thing she has ever heard and ended the call. No further action.						

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2008 Eos 2.0L						
	090006774	Customer Relations	WVWBA71F38V	16,000		
BRISBOA	01/07/2009 07:29:02 PM	Call From				Complaint 426097 Pr. Part: 3730-Transmission ECM Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
Customer states that vehicle surges; shifts in/out of gear; has been into dealer 2/3 times for concern; dsg transmission is malfunctioning; told by dealer 426097 that vehicle operating as designed; last in for service at 10k miles; dealer kept vehicle for several days. customer is seeking for vehicle to be repaired; intermediate concern; only happens 5%; referred to CCC by dealer; feels dealer cannot diagnose and repair. CO advised that dealers are our best technical resource; they have various resources available to properly diagnose vehicle; vehicle needs to go back in for service before a claim can be opened; contact CCC once APPT is obtained. no further action pending custoemr call.						Complaint 426097 Rsn: 60Q Dissatisfied w/ Field Decision
SUCCARC	01/23/2009 10:35:41 AM	Call From				Inquiry 426097 Rsn: 69C Dealer Referred Customer to CARE
Customer states: the vehicle will be dropped off at Dealer (426097) on 01/27/09; and the Dealer will be contacting the FOM to research into his VEH concern. CO to review and close.						
BRISBOA	01/23/2009 12:54:00 PM	Note To CCC				
CO reviewed. No further action.						
GJONAJC	01/30/2009 11:09:27 AM	Call From				
Customer states: VW representative came out to look at the car; drove it around the block and said it was fine; VW representative advised dealer that customer is trying to get out of the vehicle; does not like this attitude; read on the internet about other customers with the same problem and that someone had a fix and had to replace warped clutch plates; dealer 426097 is keeping the vehicle and taking it home for further test driving; has purchased 4-5 new VW's ; used to work for VW in customer satisfaction; concerns are intermittent and vehicle slams into gear and starts bucking; VW representative would not speak to customer . Customer is seeking to keep the vehicle and wants it repaired. CA advised: will document the concerns; we rely on our VW dealers for their technical resources; cannot rely on information on the internet; VW representative is a dealer resource and does not communicate with customers; due to the nature of the call case will be assigned to a RCM ; RCM will contact dealer to verify what technical resources they are utilizing; RCM will contact customer no later than 2/02/09 COB on cell phone						
CA to assign to RCM.						
GJONAJC	01/30/2009 11:17:28 AM					
Category Selection						

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GJONAJC	01/30/2009 11:18:25 AM	Assigned To ccc				
	Please follow up with dealer 426097 regarding what technical resources they are utilizing in regards to customer concerns with the transmission and in regards to VW representative diagnosis. Transfer to RCM for action and followup.					
CREECHA	01/30/2009 11:21:24 AM	Assigned To SAINTE				
SAINTE	02/02/2009 07:41:35 PM	Voice Mail For Tedd		426097		
	The RCM LMTRMC: regarding the customer's documented concern; seeking feedback regarding the FOM's decision. RCM to call the Customer.					
SAINTE	02/02/2009 08:03:24 PM	Call To [REDACTED]				
	The RCM advised: reviewed and researched the customer's and vehicle's concerns; currently awaiting feedback form Dealer 426097; will follow up with the Customer by the COB tomorrow. The Customer states: he appreciates us looking into this; he enjoys his vehicle and wants to keep it for another ten years; he researched online and found another Eos owner who experienced the exact same concerns; this owner's Dealer found a fix for his vehicle after several attempts; he just wants the Dealer to work with him in diagnosing the cause of the vehicle's concern; he is not experiencing it as much. RCM to await a call from the Dealer.					
ZIEHMEC	02/03/2009 03:01:27 PM	Call To Michele (receptionist)		426097		
	DP states that the Service Manager is at lunch but she can take a message. RCM LMTRMC. RCM to wait Service Manager call.					
ZIEHMEC	02/03/2009 03:13:29 PM	Call From Tedd		426097		
	RCM advised Service Manager of the customers concerns. Service Manager states: they did find the lurching concern the customer described; they spoke to an engineer and were advised to replace a brake light switch; there is still a rattle concern and they are working on that with the bulletin now; they have not test driven the vehicle yet and it will not be ready today. RCM to call customer to advise still looking into concerns.					

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MANNAE	02/03/2009 06:31:17 PM	Call To [REDACTED]				RCM backup advised have spoken with dealership and understand they are working with VW engineers who advised to replace brake light switch for lurching concerns; are currently working on a technical bulletin for rattling noise; will follow up with customer by COB Thursday 2-5-09. Customer states will be leaving out of town on Thursday morning and not returning till Sunday, needs to know if he can take loaner. RCM backup advised he will need to address concerns with loaner with dealership, as it is dealership property or Enterprise. RCM to call dealer.
SAINTE	02/05/2009 12:57:10 PM	Voice Mail For Tedd		426097		The RCM LMTRMC seeking an update regarding the vehicle's repair. RCM to await a call from Dealer 426097.
SAINTE	02/05/2009 08:12:58 PM	Voice Mail For [REDACTED]				The RCM LVMM advising: contacted the Service Manager at Dealer 426097; currently awaiting feedback from the Service Manager; will follow up with the Customer no later than the COB tomorrow. RCM to await a call from the Dealer.
SAINTE	02/06/2009 07:46:28 PM	Voice Mail From Tedd		426097		The Service Manager at Dealer 426097 advised: VW finally admitted that it had a bad run of mechatronic units; they have ordered a replacement unit for the customer's vehicle; the Customer is currently in Mexico; Matt, the customer's Service Advisor at the Dealer, will be contacting the Customer next week to make him aware of this information; the vehicle's rattle concern has been repaired. RCM to call the Customer.
SAINTE	02/06/2009 07:51:35 PM	Call To [REDACTED]				The RCM advised that the Service Manager at Dealer 426097 advised: they have diagnosed that the vehicle's concern is being caused by its mechatronic unit; they have ordered a replacement unit for the customer's vehicle; Matt, the customer's Service Advisor at the Dealer, will be contacting the Customer next week to make him aware of this information; the vehicle's rattle concern has been repaired. The Customer states: that is great news for him; he will contact the RCM should further assistance be required. No further action.
CALDWEM	02/18/2009 10:47:10 AM	Call From [REDACTED]				Customer states seeking to speak with the RCM, seeking to provide feedback. CA offered VM if the RCM was not available. CA calls the RCM.

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CALDWEM	02/18/2009 10:48:47 AM	Transfer To SAINTE				
	CA transfer call to the VM. RCM continues with Customer.					
SAINTE	02/18/2009 12:34:39 PM	Voice Mail From [REDACTED]				
	The Customer seeks for the RCM to return his call. The Customer states: he wants to have a conversation with the RCM about his vehicle; it appears that his concerns have been successfully addressed; he has some major questions regarding how this concern was addressed; he now has a completely different vehicle; he never knew that his vehicle could be like this; he only complained about the extreme stuff; he now has the dream vehicle that he has wanted; this makes the whole thing that he went through seem disingenuous; his vehicle feels like a regular vehicle; VW's past diagnosis that the vehicle was to have operated the way that it did seems so wrong; he also has paperwork showing that Eos' manufactured within a specific time period have to have their mechatronic units replaced; his Eos falls within that time period; the VW service personnel had to know something was wrong with the vehicle when they were initially driving it; VW made him go through 16k miles of concerns that he did not have to now that he has the dream car that he wanted. RCM to call the Customer.					
CASABD	02/18/2009 06:09:27 PM	Return Call From [REDACTED]				
	Customer states: Would like to speak with RCM; provided reference number. CA advised: Will attempt to locate RCM; if RCM is attending other customers, CA will put customer in RCM's voice mail. Customer states: Already left a voice mail; asked CA to return if RCM not available. CA to locate RCM.					
CASABD	02/18/2009 06:12:09 PM	Return To [REDACTED]				
	CA advised: RCM is attending other customers; CA would be happy to document comments for RCM. Customer states: Would wait until RCM is free; even 5 minutes is fine. CA advised: Will wait one minute to see if RCM is done with call but will not be able to leave him holding for a long time. CA to locate RCM.					
CASABD	02/18/2009 06:16:55 PM	Return To [REDACTED]				
	CA advised: RCM is still talking with another customer (CA walked over to RCM's desk) and does not know how long it would take; would be happy to document any comments. Customer states: Comments already in voice mail left; will call back before 8 pm. RCM to call customer.					

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STEWARJA	02/18/2009 08:04:20 PM	Call To [REDACTED]				RCM back-up following up with Customer; seeking to know if we can offer any further assistance. Customer states: he is just very disappointed that it took this long to repair his vehicle; felt insulted by the Dealer 426097 and FOM implying that he was just trying to get VE to buy his vehicle back; all he ever wanted was to enjoy the vehicle; extremely happy the vehicle is repaired now but concerned about the damage that was caused to his motor mounts and C.V. boots from the constant banging of the transmission. Customer seeking to have his concerns documented; seeking a warranty extension for the parts that might be affected by the older concerns. RCM advised Customer that we understand his concerns but at this point there is still a lot of warranty left on his vehicle and we have no way of knowing what will occur in the future; we will not be able to meet Customer expectations but we would like to offer \$500 Dealer services voucher; Customer can contact us later if any concerns should exist on his vehicle in the future and we will review for assistance. Customer thanked. RCM to assign to Correspondence.
STEWARJA	02/18/2009 08:11:33 PM	Assigned To unassigned				Please send Customer a Dealer services voucher in the amount of \$500. CA to send Customer mail.
BICKMAD	02/19/2009 05:53:26 AM	Assigned To BOMMARJ				
BOMMARJ	02/19/2009 10:23:43 AM	Mail To [REDACTED]				CA generated and sent mail to Customer that can be viewed in doc center. CA to generate BBB letter.
BOMMARJ	02/19/2009 10:47:42 AM	Mail To [REDACTED]				CA generated and sent BBB letter that can be viewed in doc center. CA to reassign.
BOMMARJ	02/19/2009 10:50:06 AM	Assigned To STEWARJA				RCM to review and close.
STEWARJA	02/19/2009 11:06:31 AM	Note To CCC				RCM reviewed. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

**VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090032374	Customer Relations	WVWFA71F38V [REDACTED]	4,500		
DECLERC	02/03/2009 05:43:32 PM	Call From [REDACTED]				
Customer states: has only had vehicle for about 6 months; noticed that the transmission seemed to be slipping; would roll backwards on a hill before engaging, and vibrated badly when put into reverse; took to dealership 426050 and was advised that vehicle was throwing no fault codes and no concerns could be determined; customer brought vehicle back again; area representative looked at vehicle and recommended changing out the transmission control module; vehicle still continued to exhibit same symptoms; customer brought vehicle back in and a new transmission has been ordered from Europe; in the meantime, customer is driving a domestic vehicle; customer is seeking some sort of compensation due to his vehicle being down for so long through no fault of his own. CO advised that we cannot guarantee that we will be able to meet customers expectations with this request, however, a reasonable attempt will be made; this case will be assigned to a RCM for evaluation; RCM to follow up with customer no later than COB tomorrow on: [REDACTED] CO to assign.						Complaint 426050 Pr. Part: 3435-Transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
DECLERC	02/03/2009 05:51:22 PM	Assigned To Unassigned				
RCM: this customer is experiencing transmission concerns; a new transmission has been ordered for the vehicle from Europe and the customer is not certain how long he will have to wait; customer seeking to be compensated for his time and would also like very much to be driving a VW loaner and not a domestic vehicle. RCM to contact Dealer 426050 and follow up with customer no later than COB tomorrow on: [REDACTED] RCM to email Dealer.						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
STEWARJA	02/03/2009 07:15:07 PM	Assigned To CREECHA				
						Complaint 426050 Part: 3435-Transmission Rsn: 95J Length of time for repairs

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CREECHA	02/04/2009 11:57:16 AM	Call To Chuck		426050		
Service Advisor states: when Customer brought vehicle in the QTM was there and inspected the vehicle; Dealer 426050 replaced a mechatronics part per a TSB that had to come from Germany and took 7-10 days to arrive; this did not fix the concern; Dealer was advised by Techline to replace the transmission, and it is coming from Germany as well; the part should arrive by 2/13/09 or 2/16/09, and it will take a day or two to install the new transmission; Customer has been out of a car since 1/20/09 and has been in a rental; it will be close to 30 days once the vehicle is ready. RCM advised was considering offering a vehicle payment for the inconvenience and experience so early in ownership as well as the days down. RCM advised Customer is also seeking to be placed into a different rental, preferably a VW, but definitely wants out of the domestic car. Service Advisor states: the local rental companies do not have VW cars; will talk to them to see what they can get. RCM advised will talk to Customer about this and see what it is that Customer is hoping to get into if not a VW. RCM to call Customer.						
CREECHA	02/04/2009 12:08:51 PM	Call From Chuck		426050		
Service Advisor states: talked to the district manager regarding the rental; he is going to try and locate a VW for Customer to be placed into; Service Advisor should hear back within the hour and will call RCM back. RCM to wait Dealer 426050 call.						
CREECHA	02/04/2009 06:12:29 PM	Voice Mail From Chuck		426050		
Service Advisor states: have VW vehicle ready for Customer to pick up either today or tomorrow; seeking a call back. RCM to call Dealer 426050.						
CREECHA	02/04/2009 06:19:46 PM	Call From Chuck		426050		
Service Advisor states: Dealer 426050 has a VW Jetta ready for Customer and can put him in to it as early as later tonight; RCM can give Customer Service Advisor name and let him know that Customer can call him to get this done. RCM advised will do this and also offer a vehicle payment. RCM to call Customer.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CREECHA	02/04/2009 06:36:02 PM	Call To [REDACTED]				RCM advised: following up on Customer concerns; Dealer 426050 was able to secure Customer a VW rental; it is a VW Jetta and Service Advisor can get Customer into it as early as tonight if Customer would like to pick up the other vehicle. Customer states: that was not Customer issue; Customer has a convertible and every other make vehicle Customer has owned has provided the same vehicle for him to drive while his vehicle was being worked on; Customer is fine in the vehicle he has. RCM advised: apologize for the misinformation as RCM was under the impression that Customer was not pleased with driving a domestic vehicle and wanted a VW; RCM will let Service Advisor know that Customer would like to remain in the vehicle that Customer has; we understand that Customer has been without vehicle for quite some time and would like to offer to make a vehicle payment for Customer. Customer accepts. RCM asked Customer to continue making regular payments until credit shows on account, then Customer can skip that month, and asked Customer to fax in a copy of the payment stub. RCM provided fax line. Customer states will send this in. RCM to call Dealer.
CREECHA	02/04/2009 06:43:38 PM	Call To Chuck		426050		RCM advised: RCM was given misinformation; Customer was not looking to just get into another VW but was unhappy the car he was provided was not a comparable car; Customer would like to stay in the car he has. Service Advisor acknowledged. No further action pending Customer fax.
MARASHS	02/05/2009 04:38:42 PM	FAX From [REDACTED]				Fax in Doc Center.
CREECHA	02/06/2009 11:10:45 AM	Note To CCC				RCM reviewed. Customer faxed in a copy of the payment stub for VCI. RCM to generate check request for one vehicle payment in the amount of \$457.81.
CREECHA	02/06/2009 11:21:13 AM	Note To CCC				RCM generated the following check request: WVWFA71F38V [REDACTED]; VW to EFT funds for one Vehicle payment to VCI account [REDACTED] Total=\$457.81 Wait for check.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
██████████	02/06/2009 06:54:28 PM	Call From Chuck		426050		Service Advisor states: parts came in early; vehicle is repaired and will be released; wanted to update RCM since Service Manager knew we were going to offer a vehicle payment; Customer was only out of vehicle for about 15 days total. RCM advised: appreciates the update; we have already offered the payment and it is being processed currently; will update notes to reflect this. Wait for check.
CR_BATCH	02/14/2009 04:00:38 AM	Note To CREECHA				Amount for \$ 457.81 was Posted on 02/13/2009. AP reference number: 40008512

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090043844	Customer Relations	WVWBA71F98V	7,000		
SHORTK	02/16/2009 02:28:31 PM Call From					Complaint 406530
	Customer states: Original owner; Customer leased from VCI; This customer/family has owned 3 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; engine would surge forward from stop light; Customer is seeking/expecting VEH payment or extra mles per year on lease currently allowed 12K; working with n/a; this customer perceives this to be a premature failure; CO advised customer our primary goal is to repair the vehicle under the terms of the warranties. CO advised customer RCM would evaluate his request with no guarantee. CO advised customer RCM would contact him by COB 2/17/09. CO to escalate to RCM.					Pr. Part: 3435-Transmission
						Pr. Rsn: 31G Surging
SHORTK	02/16/2009 02:28:46 PM Assigned To ccc					Complaint
	Customer seeking 1 month lease payment or 15K miles on his lease per year instead of 12K miles. Customer can be reached at phone#					Part: LEAS-LEASE AND LOAN PAYMENT
						Rsn: 37A Lease Payment
EDWARDAM	02/16/2009 03:01:45 PM Assigned To PABSTM					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	02/17/2009 08:39:56 AM	E-Mail To Paul Hignutt		406530		
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***** Email to colonialparts@cplonialdirect.net; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Good Morning: The following customer has contacted Customer CARE seeking a vehicle repair update and assistance due to downtime.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F98V [REDACTED]

Reason for Inquiry: Customer states leased this vehicle and this is their 3rd VW; the engine would surge forward from a stop light. Customer is now seeking/expecting a vehicle payment or extra miles per year on lease due to the many concerns with new vehicle.

Please review and advise me of the vehicles status. Any details are welcome! FYI Michele Pabst is out of the office today so we are just giving a hand her cases.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Amanda Edwards

RCM to wait Dealer 406530 e-mail or call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	02/17/2009 08:40:48 AM	Note To e-mail returned				
Your message did not reach some or all of the intended recipients.						
Subject: RE: ACTION REQUIRED: [REDACTED] - VW - DEALER EMAIL - Seeking a Vehicle Repair Update						
Sent: 2/17/2009 8:40 AM						
The following recipient(s) cannot be reached:						
colonialparts@cplonialdirect.net on 2/17/2009 8:40 AM						
There was a SMTP communication problem with the recipient's email server. Please contact your system administrator.						
<vwoahsx004.vwoa.na.vwg #5.5.0 smtp;550 Recipient domain must exist>						
RCM to call Dealer 406530.						
ZIEHMEC	02/17/2009 11:04:01 AM	Call To Paul		406530		
RCM advised Service Manager of the customers concerns and what he is seeking. Service Manager states: they have only seen the customer twice once was for this concern on 11/28 and the vehicle was there for 1 day and found to be operating to manufacture specifications; the 2nd time was this concern and it was down from 2/2-2/11 and they replaced a mechatron; they have received no calls saying he is still having the concern. Please note vehicle only down 10 days for this concern. RCM to call customer and find out if he is still having concern or if vehicle is repaired to his satisfaction and possibly offer dealer services.						
ZIEHMEC	02/17/2009 03:14:35 PM	Voice Mail To [REDACTED]				
RCM advised customer to call CCC for an update. Level 1 to gather information if RCM is not available: RCM is seeking to know if he is having new concerns with the vehicle or if every thing has been fine since he picked it up on 2/11. Please note that if the customer is having further concerns direct him to the dealer, but if he is not and he is satisfied with the repairs VW can offer half a vehicle payment, he will just need to send in a pay stub. RCM to wait customers call.						
CASABD	02/17/2009 04:16:12 PM	Return Call From [REDACTED]				
Customer states: Seeking to speak with RCM. CA advised: Will attempt to locate RCM, if RCM is attending other customers will come back to customer (as per previous notes). CA to locate RCM.						
CASABD	02/17/2009 04:24:34 PM	Call To ZIEHMEC				
RCM is attending other customers. CA to return to owner.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CASABD	02/17/2009 04:26:42 PM	Return To	██████████			<p>CA advised: RCM is seeking to know if he is having new concerns with the vehicle or if every thing has been fine since he picked it up on 2/11. Customer states: Everything has been fantastic. CA advised: Since customer is now satisfied with the repairs VW can offer half a vehicle payment, he will just need to send in a pay stub. Customer states: Was expecting a little more; offer does not meet expectations; would like to tell RCM that it would make him happy instead to extend the mileage in the lease or to receive 2 months payment; considering inconvenience and VW ownership. CA advised: Will document request; RCM will contact customer by WED 2/18/09 by COB; CA does not know if that is possible, already a generous offer. RCM to call customer.</p>
PABSTM	02/18/2009 04:53:20 PM	Call To	██████████			<p>Customer asked the RCM to call him back in 5 minutes. RCM to call the customer.</p>
PABSTM	02/18/2009 05:12:51 PM	Call To	██████████			<p>Customer states that he has an 07 and 08 Jetta and an 08 EOS, he loves the dealer, loves the cars, the EOS had 3 weeks of happiness, it was at dealer 406530 3 times because it would almost stall, it was a transmission issue that was finally resolved, it is fine now, but they had 3 miserable, dangerous months with the car, and asked what he can receive in compensation? RCM asked if the customer was in a rental while the car was in the shop? Customer states yes, a smelly, smoky one, but he did have a car. RCM advised that we don't compensate for the time the customer is without the car, however we do understand his loyalty to us at VW, and can offer him half a payment. Customer states that he will settle for that and will fax his next payment stub to the main fax #. RCM advised him to fax to the attention of the case #. No further action, pending customer fax.</p>
LANDRYK	03/16/2009 11:04:21 AM	FAX From	██████████			<p>Fax in doc center</p>
PABSTM	03/16/2009 12:57:30 PM	Note To ccc				<p>VCI # 852060929, WVWBA71F98V ██████████ VW to reimburse ██████████ 1/2 payment due to Repeat concerns with transmission early in ownership, total = \$174.88. RCM to email FOM.</p>

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PABSTM	03/16/2009 01:03:12 PM	E-Mail To FOM, Brian Lindsay				
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The following customer has contacted Customer CARE. I have confirmed that the vehicle had 1 repair for the iMegatroni, with 10 days down.

Customer Name: [REDACTED]

VIN: WVWBA71F98V [REDACTED]

Model/Model Year: 2008 EOS

In-service Date: 9/20/2008

Mileage: 7000

Is the vehicle at the dealer for repairs: No

What has the Service Manager indicated: the dealer has only seen the customer twice, once for transmission surging on 11/28/08, the vehicle was there for 1 day and found to be operating to manufacture specifications; the 2nd time was the same concern, it was down from 2/2-2/11/09, they replaced a mechatron, and they have received no calls saying he is still having the concern.

What is the customer looking for:

The customer has lost faith in the vehicle and is asking us to escalate the issue. I have offered ½ vehicle payment, which he accepted and the customer seems to be satisfied. If there is any additional action you;d like to take on this case, please let me know.

Next steps/CARE action: I have processed the customers ½ payment to be reimbursed to VCI . If you don;t feel any additional action is warranted, no need to respond to this email.

Since this is coming from a group mailbox, we;d appreciate if you could select iREPLY TO ALLi when responding to this email.

Thank you for your help.

Michele Pabst
Eastern Region Case Manager
VWoA Customer CARE Center

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3324 Fax: 248-754-6504 michele.pabst@vw.com No further action.						
CR_BATCH	03/19/2009 04:00:24 AM	Note To PABSTM				
Amount for \$ 174.88 was Posted on 03/18/2009. AP reference number: 40015558						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090066408	Customer Relations	WVWBA71F28V	17,300		
ALEXANLA	03/13/2009 03:24:37 PM	Call From DENNIS MCDONALD				
Reference case 80379437. Customer states has repeated concerns with the transmission; states when vehicle goes up on an incline it will short shift; states has not taken vehicle to the dealer recently for concerns but will be stopping by Dealer 408056 today to speak with Service Manager Ian to advise that CCC has been contacted; states before he seeks legal action wants for VW to have an engineer (field rep) to come and look at vehicle and ride in vehicle with Customer; states has owned many VW vehicles some which may be under his company's name; states VW has not allowed dealer to do what they needed to do to try and address concerns. CO advised Customer that the field reps are a dealer source and arrangements with the field reps are normally done through the dealer; advised that VW will research internally to see if there will be any arrangements that can be made; advised will follow up by COB Monday 3/16. Customer acknowledged. CO to assign case to RCM.						Complaint 408056 Pr. Part: 3735-Automatic transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
ALEXANLA	03/13/2009 03:36:26 PM	Assigned To RCM				Complaint 408056 Part: 3735-Automatic transmission Rsn: 54Q Extensive Repair History
Customer is seeking for VW to have a field rep come to dealer to inspect vehicle for concerns. Please contact Service Manager to see if it is possible for a field rep to come and look at vehicle; call Customer on cell any time of day RCM to research.						
MULLINT	03/13/2009 04:21:21 PM	Assigned To MULLINT				
MULLINT	03/13/2009 05:00:06 PM	E-Mail To Ian		408056		
Hi Ian, I hope all is well with you. contacted CCC stating that he has been having concerns with the transmission in the vehicle short shifting while on a hill. This is a concern that he states has been present for some time now, before contacting an attorney to file for lemon law the customer is seeking to have an engineer come out and drive the vehicle with him. I wanted to let you know that this is something that he is looking to do and see if this is something that you would be willing to set up for him. Please let me know your thoughts on this. Thanks.						
RCM to wait dealer email.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	03/16/2009 10:29:35 AM	E-Mail From Ian		408056		
<p>Hello and things are all OK. [REDACTED] was here Friday night and again now Saturday afternoon. We talked about the shifting again and discussed the next step. We have so far replaced the Mechatronic unit and the clutch packs, 2 separate visits and repairs as instructed by the Tech Helpline. [REDACTED] will wait for me to tell him the next step be it a complete replacement or another component as the helpline thinks best. We will set up an appointment to have the car here to proceed to that point as needed.</p> <p>Thanks, Ian</p> <p>RCM to call customer.</p>						
MULLINT	03/16/2009 01:31:36 PM	Voice Mail To [REDACTED]				
<p>RCM LVMM: advised understands he is in contact with the Service Manager Ian at dealer 408056; dealer has been working with techline regarding the concerns and would be the best one able to offer any assistance towards the repairs or request that he has to have an engineer come out to the vehicle; would recommend him staying in contact with Service Manager; if further assistance is needed contact CCC. No further action.</p>						

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09/23/2009

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2008 Eos 2.0L						
	090072724	Customer Relations	WVWBA71F78V	8,000		Praise 406530 Pr. Rsn: 12K Dealer
CLAYTOY	03/23/2009 03:27:30 PM	Call From				
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 2 vehicle(s) but father owned six VW'S; maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; transmission jerking; Customer is seeking/expecting VW to provide comparable rental vehicle instead of Chevy Cobolt customer states dealer 406530 is not returning her call even after speaking to the owner of dealer 406530 Mike who said Dennis the service advisor would call in five minutes and the customer still have not received a call. Customer states Enterprise is not providing good service either; working with Dennis; this customer perceives this to be a premature failure. Customer states the Chevy Cobolt is interfering with her work because it is not big enough. CO advised the customer would receive a call by COB on 3-24-09. Customer states she needs a call ASAP. CO advised the customer the CO would not the customer would like a call today 3-23-09 however VW might not be able to meet the customer's expectation. Customer states her vehicle was down for a week and is suppose to be down for another week. Customer suggested VW has VW rental vehicle for customer to rent. Customer states when she called Enterprise they advised a comparable vehicle would cost more. CO inquired how much more. Customer states she did not ask. CO to forward to RCM.						Complaint 406530 Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 95J Length of time for repairs
CLAYTOY	03/23/2009 03:41:29 PM	Assigned To CCC				
Customer seeking a call by the COB today 3-23-09 however the customer was advised VW might not be able to meet the customer's expectations and advised a RCM would call the customer by COB on 3-24-09. Customer seeking a comparable rental vehicle to her Eos. Customer states she was given a Chevy Cobolt. Customer states dealer 406530 is not returning her call and Enterprise said she cannot get a comparable rental vehicle at \$25 a day. CO to forward to RCM for follow up action.						Complaint 406530 Part: 3735-Automatic transmission Rsn: 36A Rental/Loaner
PABSTM	03/23/2009 03:51:02 PM	Assigned To PABSTM				
PABSTM	03/23/2009 04:22:31 PM	Call To Rick Behe	406530			Complaint 406530 Part: 3735-Automatic transmission Rsn: 50E Shuddering/Shaking
RCM advised the Part Manager, as interim Service Manager, of the customers concern with the EOS being at dealer 406530 and with the rental interfering with the customers work. Part Manager advised they have a new Service Manager, he or another dealer associate will look into this and call the RCM back. RCM to wait call from dealer 406530.						Complaint 406530 Part: 3735-Automatic transmission Rsn: 56E Hesitation
PABSTM	03/24/2009 10:17:39 AM	Call To Chrissy	406530			
RCM LMTRMC for the new Service Manager, bill Strictline. RCM to wait call from dealer 406530.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	03/24/2009 10:38:38 AM	Return From Bill Stecklein		406530		Complaint 406530 Part: 3735-Automatic transmission Rsn: 85J Treatment by Personnel
RCM advised of the customers concerns with the rental. Service Manager advised the Service Advisor's worked with Enterprise and got the customer in a Jetta today, 3/24/09, that the mechatron for the transmission is coming from Germany, with the ETA to be determined, that he will call the customer for follow up. RCM advised will call the customer in the afternoon, providing time for the Service Manager to call the customer. RCM to call the customer.						
PABSTM	03/24/2009 05:14:56 PM	Voice Mail To [REDACTED]				
RCM Left VMM advising being aware that dealer 406530 was able to meet her needs and get her into a Jetta, that our new Service Manager was going to follow up with her, we expect him to take good care of her, and to call RCM between 9-6pm if she needs anything further. No further action.						
BRISBOA	03/25/2009 01:04:01 PM	Return Call From ms pucycki				
Customer request RCM CA to transfer to RCM						
BRISBOA	03/25/2009 01:04:36 PM	Transfer To michelle				
VM. RCM to call customer						
PABSTM	03/25/2009 03:40:34 PM	Note To ccc				
There was no voice mail left for the RCM. RCM to call the customer.						
PABSTM	03/25/2009 03:41:34 PM	Call To [REDACTED]				
RCM advised having not received a voice mail, is aware the customer called and is calling her back. RCM to wait customer call.						
LASKOSB	03/25/2009 03:46:27 PM	Return Call From [REDACTED]				
Customer states: she just missed RCM's call. CA advised: will see if she is available, if she is not, CA will transfer customer to her voicemail. CA to call RCM.						
LASKOSB	03/25/2009 03:47:28 PM	Transfer To PABSTM				
RCM is available. RCM to continue with customer.						

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PABSTM	03/25/2009 03:57:41 PM	Call From [REDACTED]				<p>Customer states she finally got out of the Cobalt and into the Jetta, the transmission is coming in but she doesn't know when, she had a rude experience with the owners son [REDACTED] who told her he would have [REDACTED] call her right back, didn't work with Enterprise and seemed not to care, she needed out of the Cobalt because she takes customers out, and could not do that in the scratched, filthy Cobalt, she spoke with the Service Manager bill, but she is not impressed, he told her if she bought an Audi, she would get a better rental, last time her car was in the shop it was not washed, she has a tan leather interior and the cup holders are dirty, she asked the Service Manager to have the car washed this time, and to touch up the leather where the technicians scuff it up and if he could clean the cup holders, and he advised he will take care of the exterior her. Customer states that her father had a VW his whole life, her 17 year old sister is buying a new bug, her Mom was looking at an EOS. this is her second VW, her family and she comes to dealer 406530 because they feel good, she usually has terrific service with Dennis, the cars are fixed right away, the communication is usually prompt, they know she drives a long distance to work, and now she's paying a \$400 car payment, she's not able to use the Sirius that she gets the free subscription for, and just feels like no one cares and her loyalty doesn't count. RCM advised that her loyalty does count, her concerns will be voiced to the Service Manager, and to make her experience better, we will mail her \$100 that she can use towards car detailing, going to lunch or dinner or her Sirius subscription, whatever she chooses, that it will be mailed to her within 7-10 business days, and that if the Customer needs any further assistance to call the RCM between 9-6pm, EST. RCM to call dealer 406530.</p>
PABSTM	03/25/2009 04:22:42 PM	Call To Bill Stecklein		406530		<p>RCM advised the customers conversation about the Service Manager at dealer 406530 mentioning the purchase of an Audi would get her a better rental, that the dealer owners son was rude, and passed on the customers compliments for the Service Advisor, Dennis. RCM advised the customers was looking to have the car washed this time, with the cup holders touched up and the leather interior checked for technicians scuff marks when the car is repaired. Service Manager advised he will advise the Service Advisor of further cleanup instructions and the praise. RCM to email the FOM.</p>
PABSTM	03/25/2009 04:36:53 PM	E-Mail To Jim Weiler				<p>RCM sent FYI email to the FOM of the customers complaints with Enterprise, the owners son and the Service Manager, and the praise for the Service Advisor. RCM to assign to team 5.</p>
PABSTM	03/25/2009 04:38:10 PM	Assigned To ccc				<p>Please mail \$100 to the cusetomr for her experience with the rental, her patience for waiting for the transmission componant, and for being such a loyal VW customer, that she can use towards extending the Sirius subscription, getting her car detailed, dinner, whatever she feels necessary.</p>

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BICKMAD	03/26/2009 05:21:58 AM	Assigned To DELANDG				
ANDERSK	03/26/2009 01:03:35 PM	Assigned To PABSTM				RCM to generate check request.
PABSTM	03/26/2009 02:22:54 PM	Note To ccc				WVWBA71F78V [REDACTED] [REDACTED] send customer gift for dinner, detailing, sirius subscription due to transmission repairs. No further action.
CLAYTOY	03/30/2009 04:33:43 PM	Return Call From [REDACTED]				Customer states she is seeking to speak with the RCM regarding where is the part for the vehicle. CA advised advise the customer to hold to transfer to RCM but if she is not available she could leave a voice mail message. Transfer to RCM.
PABSTM	03/30/2009 04:39:30 PM	Call From [REDACTED]				Customer states that she just got a call from the Service Advisor at dealer 406530 stating that it will be another week or more before the part comes from Germany. RCM advised that RCM can stay in the loop with the Customer if she would like, but the dealer has the same tracking system that the RCM uses, and the RCM would not be able to expedite the shipment, just provide the same information. Customer states that she is paying \$400 a month for the \$150 car she is getting from a rental. RCM advised we understand, which is why we gave her money towards going to dinner, etc. Customer states that she will contact the Part Manager at dealer 406530. RCM to email the Part Manager at dealer 406530.
PABSTM	03/30/2009 04:46:46 PM	E-Mail To Rick Behe		406530		RCM send FYI email to dealer 406530 advising a heads up that the customer may contact the Parts Manager for the part ETA. No further action.
PABSTM	03/31/2009 04:45:53 PM	Voice Mail From Rick Behe		406530		Service Manager advised the part arrived today, 3/31/09, damaged and to call him. RCM to call dealer 406530.

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PABSTM	03/31/2009 04:47:35 PM	Call To Rick Behe		406530		Service Manager advised the part arrived today, 3/31/09, damaged, it has been re-ordered: sales doc 1005547035 it's only ordered one way, and is automatically changed to red when the order is processed. No further action, pending call from the customer or dealer 406530.
LASKOSB	04/01/2009 12:17:19 PM	Call From [REDACTED]				Customer states: she is working with RCM; she has further questions. CA advised: would like to see if RCM is available, if she is not, customer can leave a voicemail. CA to call RCM.
LASKOSB	04/01/2009 12:18:07 PM	Transfer To PABSTM				RCM is available, RCM to continue with customer.
PABSTM	04/01/2009 12:36:16 PM	Call From [REDACTED]				Customer states she wants to continue calling the RCM, as the part came in broke, she had asked the Service Advisor at dealer 406530 to do the state inspection, tire rotation and oil change while the car is at the dealer, the Service Advisor, Dennis advised he would have to get approval from the Service Manager to cover the \$25 tire rotation for her, the Service Manager called the customer, asked her how the dealer dropped the ball, the customer explained her previous concerns with working for 2 days trying to get a decent rental car, the Service Manager was awful, he was beyond Rude, he advised her she did not have calls to Enterprise. Customer states she asked the Service Manager to call her when the part is scheduled to ship again so that she can schedule her business meetings to be able to pick up the car, and the dealer told her he would not call her as he didn't want to deal with her any more. Customer states that she likes Dennis' service, he always follows up, she wants to work with the Service Advisor, she does not want any future survey scores to reflect poorly on the Service Advisor, and will probably start going to dealer 406412. RCM advised will stay in the loop with parts and stay with the customer through repairs, that the RCM will forward praise to the General Manager at dealer 406530 for the Service Advisor. RCM to contact dealer 406530.
CR_BATCH	04/02/2009 04:00:22 AM	Note To PABSTM				Check # [REDACTED] for amount \$ 100.00 mailed on 04/01/2009
PABSTM	04/02/2009 09:32:36 AM	Note To RCM		406530		RCM to discuss customer feedback with FOM to determine best dealer contact regarding customer feedback. RCM to call the FOM.

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PABSTM	04/02/2009 09:35:34 AM	Call To Jim Weiler				RCM advised custmoer feedback regarding great service from Service Advisor, Dennis and rude service from new Service Manager at dealer 406530. FOM advised headed to dealer today, 4/2/09 and to send him an email, and for the RCM to call the dealer owner. RCM to email the FOM.
PABSTM	04/02/2009 09:49:34 AM	E-Mail To Jim Weiler				RCM emailed the FOM an info only FYI email regarding the customers praise for the Service Advisor and complaints on treatment from the Service Manager at dealer 406530. RCM to call dealer 406530.
PABSTM	04/02/2009 09:53:33 AM	Voice Mail To James Boyle		406530		RCM LMTRMC on direct line regarding feedback from the customer. RCM to contact dealer 406530.
PABSTM	04/02/2009 10:45:42 AM	Voice Mail To Rick Behe		406530		RCM asked the Part Manager to notify the RCM when he receives information that the part is shipping, as the customer has asked the RCM to stay in the loop, the Customer is not upset with parts or the delivery at all, and that the Part Manager can notify the RCM via email or direct line. RCM to wait contact from dealer 406530.
PABSTM	04/09/2009 10:57:38 AM	Call To Rick		406530		Part Manager advised the megatron is not in yet, will check on ETA and call the RCM. RCM to wait call from dealer 406530.
PABSTM	04/09/2009 01:34:07 PM	Voice Mail From Rick		406530		PM advised that the part has not shipped yet, he has an incident report with "Chris", # 152149, who will probably call the RCM, as the PM gave the information to the contact. RCM to

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PABSTM	04/14/2009 09:42:36 AM	Call From rick		406530		<p>Part Manager advised he got word from Chris in parts, incident 152149, that the Mechatron will ship from Germany, sometime next week, either the beginning or end of next week, 4/20/09, and that parts has closed the incident.</p> <p>sales doc # 1005547035</p> <p>part # 000325025XZDE</p> <p>new order date 3/31/2009</p> <p>can only be ordered one way, from Germany.</p> <p>RCM advised will see if an email can be sent to parts for CCC to receive communication when the part is expected to ship and will advise the Part Manager accordingly. RCM to assign to level 2.</p>
PABSTM	04/14/2009 09:49:39 AM	Assigned To RC				<p>Please see if we can be advised of a more confirmed shipping date. This is the second order for the mechatron, as the first part arrived damaged.</p> <p>sales doc # 1005547035</p> <p>part # 000325025XZDE</p> <p>new order date 3/31/2009</p>
SMITHN	04/14/2009 11:14:07 AM	Call From [REDACTED]				<p>Customer states seeking RCM. CA to transfer Customer to RCM.</p>
SMITHN	04/14/2009 11:14:47 AM	Call To Michele Pabst				<p>RCM VMM picked up phone. CA to return to Customer.</p>
SMITHN	04/14/2009 11:15:55 AM	Return To [REDACTED]				<p>CA advised Customer that RCM is either away from her desk or assisting another Customer and CA can take a message or send Customer to VMM. Customer states she would like to leave a VMM. CA transferred Customer to RCM VMM. RCM to call Customer.</p>
PABSTM	04/14/2009 11:27:03 AM	Call From [REDACTED]				<p>Customer LMTRMC ASAP at [REDACTED]. RCM to call the customer.</p>

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PABSTM	04/14/2009 11:30:26 AM	Call To [REDACTED]				<p>Customer states that she called dealer 406530 who advised the part should ship late next week, 4/20/09, it's supposed to be 70 degrees this weekend, she cannot go much longer waiting to use the convertible top, there is another EOS on the lot, her friend advised this repair may qualify for lemon law, and would she be able to just trade for the other EOS? RCM advised not being trained in each state Lemon law, advised she can work with the sales manager on possible trade. Customer states that she was at the dealer over the weekend, because her cousins GTI has also been there for 3 weeks, the Service Manager was still rude and told her "you're not the only one inconvenienced, your car is hogging my lifts", even though her car is parked on their lot next to her cousins car, who has owned 6 Vw's. Customer asked if we could make sure that the top technician installs her part, as it is the transmission and she is not sure when or how the earlier part was broken, but she doesn't want to wait another month. RCM advised the dealer probably called her with the [part delivery news before ever opening the box, that the top technician would work on her car, this is not the transmission, but a part related to the transmission and the RCM will call her by the COB Friday, 4/17/09, with further news on how and when the part will ship. RCM to call the FOM.</p>
PABSTM	04/14/2009 11:47:47 AM	Call To jim Weiler				<p>FOM advised having had many conversations with he Service Manager and the Service Advisor, the Service Advisor is to have contact with the customer, the FOM will talk to the dealer 406530 regarding the customer's request to get into the other EOS and will call the RCM back. RCM asked for the FOM to confirm family members vehicles at the dealer. RCM to wait field contact.</p>
PABSTM	04/14/2009 12:46:15 PM	E-Mail From Jim Weiler				<p>FOM authorized to dealer 406530 \$1000 trade assistance towards the purchase of a new unused EOS, and the offer is good for 30 days from today, 4/14.09. RCM to wait information on parts.</p>
PABSTM	04/14/2009 12:48:53 PM	Note To rc				<p>Please see if we can be advised of a more confirmed shipping date, and the method of shipment. This is the second order for the mechatron, as the first part arrived damaged. sales doc # 1005547035 part # 000325025XZDE new order date 3/31/2009</p>
PRENTIM	04/14/2009 01:35:01 PM	Assigned To PABSTM				<p>Parts Manager would have the most accurate information on part arrival. Please encourage the customer to stay in touch with the dealer with regards to the part.</p>

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PABSTM	04/14/2009 05:03:21 PM	Call To Rick		406530		RCM advised not being able to provide any better delivery information and for the Part Manager at dealer 406530 to stay in touch with his parts contact for any further information on delivery date and process. RCM to wait call from dealer 406530.
ZIEHMEC	04/17/2009 09:11:35 AM	Call To Mark		406530		Parts states that the Part Manager is not in today but he can assist. RCM advised parts that RCM is seeking an update. Parts states they still have not gotten the parts in, possibly Monday. RCM to call customer to move the follow up date to 4/22.
MULLIGM	04/17/2009 09:53:18 AM	Call From [REDACTED]				Customer states seeking RCM; CA advised RCM out of office; CA to transfer RCM backup.
MULLIGM	04/17/2009 09:54:45 AM	Transfer To Terrie-backup				RCM backup available; CA transfers to RCM backup.
SZYMANT	04/17/2009 10:05:24 AM	Continued Comment From [REDACTED]				Customer states she is not pursuing a legal case at this time, but she did speak to a Lemon Law lawyer who advised that since vehicle has been in shop for over 30 days at this point, she would qualify for Lemon Law; she would rather resolve it directly with VW; she seeks to know if VW can take her out of this lease and put her in another lease for a different Eos; it doesn't have to be exactly the same, but she would hope it would be as nice; she can understand if she had to pay a little more a month if it was nicer, but doesn't want to have to do a new down payment; she travels a lot, and would just feel more comfortable starting fresh in a different vehicle; she needs reliable vehicle. Customer states has only serviced this and her previous VWs at dealer 406530; she pays about \$401/month on her lease. RCM advised part may arrive Monday; if customer chooses to pursue that is legal channels, that is up to her discretion; we can evaluate her request based on a customer-satisfaction perspective, rather than a legal one; our goal is to get vehicle operating as designed; RCM will follow up with customer by COB Monday 4/20 to touch base. RCM to call dealer 406530.
SZYMANT	04/17/2009 05:05:06 PM	Call To Receptionist		406530		RCM advised seeking to touch base with service manager (to confirm other days down). RCM was placed on hold for several minutes. RCM to call dealership.
ALEXANLA	04/20/2009 10:20:42 AM	Call From [REDACTED]				Customer states seeking to speak with RCM. CA to transfer Customer to RCM.

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ALEXANLA	04/20/2009 10:21:35 AM	Transfer To Michele / RCM				CA transferred Customer to RCM voice mail. RCM to call Customer.
PABSTM	04/20/2009 10:28:31 AM	Return Call To [REDACTED]				Customer states that her attorney has advised that the vehicles # of days down falls within lemon law, she wants to work with VW to get into another EOS without litigation and without the usual out of pocket expenses involved in vehicle sales, she spoke with a sales manager at dealer 406530, Brian Sherman, who advised that VW was willing to offer her a voucher towards accessories or a car payment, but not towards getting into the other car. RCM advised will check into the part delivery, understanding the customer wants to know when the part is shipped sot that the customer can leave weekday afternoons open for picking up the repaired car, that even if the car were repaired and taken home by the customer, the RCM has the case open and would still work with the customer, and that the RCM will contact VW associates and dealer sales to see if there are any numbers they can put together towards the customer's request to get into another EOS, and will call the Customer by the COB Tuesday, 4/21/09. RCM to contact FOM.
STATONJ	04/20/2009 02:47:52 PM	Call From [REDACTED]				Customer seeking to speak with RCM. CA to transfer.
STATONJ	04/20/2009 02:48:27 PM	Transfer To PABSTM - RCM				CA transferred Customer to RCM voicemail. RCM to research.
PABSTM	04/20/2009 02:56:12 PM	Voice Mail From [REDACTED]				CUST LMTRMC. RCM to call the customer.
PABSTM	04/20/2009 02:56:39 PM	Call To [REDACTED]				Customer states that the Part Manager at dealer 406530 has advised the part is in, the car is repaired, they want to let the car sit overnight for testing and to wash her car tomorrow, 4/21/09. Customer states that her lawyer stated that she should not signed anything when she picks up the car, as it will not allow her to keep her legal rights for the lemon law if she signs something at pick up and asked what she would have to sign? RCM advised the dealer would be the best people to ask, as there may be a document she signs upon pick up, to prove who has possession of the car, advised waiting for contact from our reps regarding the VW offer with the sales drove today, and will call the Customer as earlier promised by the COB Tuesday, 4/21/09. RCM to wait field contact.

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PABSTM	04/20/2009 03:16:51 PM	E-Mail To Jim Weiler				11:53 am, RCM asked the FOM, who is in a western time zone, to call the RCM to discuss the offer the customer received from the sales manager at dealer 406530. RCM to wait field contact.
PABSTM	04/21/2009 12:26:13 PM	Call To Bill Stecklein	406530			Service Manager advised the car is ready for pick up. RCM advised the customer still wants to get into another car. RCM to call sales manager at dealer 406530.
PABSTM	04/21/2009 12:42:41 PM	Call To Jim Boyle	406530			Dealer owner advised the Sales manager is out for the week, the salesperson who spoke with the customer is no longer with dealer 406530, the FOM originally advised the payment offer to the Service Manager, who advised sales, who advised the customer. RCM advised the customer is still wanting to pursue lemon law, wants to get out of the vehicle, the FOM had advised the RCM of offering \$1000 trade assistance, the RCM would increase that to \$1500. Dealer owner advised with this being a lease, they will review the numbers with the customer, it would probably not be advantageous to the customer, and for the RCM to ask the customer to contact either sales manager Jack Kattell, or General sales manager Karen Byrd to review the numbers. RCM advised if the customer does not get out of the lease, that the vehicle payment can still be offered to the customer. Dealer owner advised the offer was from the FOM. RCM advised it would be a VW offer. RCM to call service manager at dealer 406530.
PABSTM	04/21/2009 01:01:00 PM	Call To Bill Stecklein	406530			RCM asked to confirm that the car is ready for pickup. Service Manager advised the car is clean, they've cleaned out the cup holders and the customer will pick up tonight, 4/21/09. RCM advised the dealer owner advised who the customer can talk to in sales if she still wants to get out of the EOS and into another one, and that otherwise the customer will be offered a monthly payment. RCM to call the customer.
PABSTM	04/21/2009 01:05:16 PM	Voice Mail To [REDACTED]				RCM advised understanding the vehicle is ready for pick up tonight, 4/21/09, and advised the 2 names of sales managers available to review possible switch of vehicles, and to call the RCM if she has any further questions. RCM to email the FOM.
PABSTM	04/21/2009 01:12:36 PM	E-Mail To Jim Weiler				RCM sent the FOM an FYI email of the vehicle being repaired, what the customer is seeking, what was discussed between the RCM and dealer principal and alternative offer to the customer. RCM to wait customer call.

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DUBROCN	04/21/2009 01:21:47 PM	Return Call From				Customer seeking to speak with RCM; if unavailable will take VM. CA to transfer Customer.
DUBROCN	04/21/2009 01:23:07 PM	Transfer To Michelle				CA transferred Customer to RCM. RCM to continue conversation.
PABSTM	04/21/2009 01:24:47 PM	Continued Comment With				Customer asked to confirm the names of the sales mangers that she should work with at dealer 406530 and if they are expecting her call? RCM advised yes, to speak to either one, the dealer principal personally suggested these two managers, and both are aware of her request. RCM to email Med Arb.
PABSTM	04/21/2009 01:26:17 PM	E-Mail To Brian Lindsay				RCM sent FYI of urgent customer concerns to Med Arb. no further action, pending customer call or contact from field or dealer 406530.
PABSTM	04/22/2009 11:14:50 AM	Call From				dennis advised take the assories package or pay a car payment, is there
MULLIGM	04/22/2009 11:15:30 AM	Call From				(Lines out of order)Customer states seeking RCM; CA offered assistance as case closed; Customer declined and advised really needs to speak with RCM; CA to call RCM.
MULLIGM	04/22/2009 11:16:34 AM	Transfer To Michele				RCM available; CA transfers Customer; RCM to address concerns.
PABSTM	04/22/2009 11:26:41 AM	Continued Comment With				Customer states she was not able to get into the other dealer EOS and the Service Advisor, Dennis asked if she was going to take the accessories package or have a car payment made? RCM advised that we can send a payment to VCI on her behalf, it would not replace a monthly payment, and it would show on her statement in a month or two. Customer states will fax her statement to CCC main fax # with case #. RCM advised it could take up to 48 hours for fax to scan to case, but once received, RCM will forward payment amount to VCI. No further action, pending customer fax.

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2008 Eos 2.0L						
	090085240	Customer Relations	WVWBA71F28V	10,000		
MANNNAE	04/06/2009 10:01:39 AM	Call From				Complaint 407459 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
Customer states vehicle has been at dealership 407459 since 3-20-09; took vehicle in for 10k service and concern with transmission not operating correctly; has been working with SM Jeremy who advised transmission is on back order and Germany is not responding to them; dealership no idea of when I would be getting car back, paying \$600.00 a month. CO advised can escalate to RCM to research customer concerns further and follow up with customer by COB tomorrow. CO to reassign to RCM.						Complaint 407459 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 04Q Order Fill Time
MANNNAE	04/06/2009 10:04:14 AM	Assigned To RCM-Southern				
Customer vehicle has been at dealership 407459 since 3-20-09; dealership advised part is on back order and aren't getting any response from Germany; no indication of when customer will be getting car back, vehicle payment \$600.00 a month; can be reached anytime at RCM to e-mail dealer.						Complaint 407459 Part: 3511-Mechatronic Rsn: 04Q Order Fill Time
HEARNSN	04/06/2009 10:51:13 AM	Assigned To HEARNSN				
HEARNSN	04/06/2009 02:20:12 PM	Call To Brandon		407459		
RCM called Dealer and advised SNM of customer complaint in regards to vehicle repair and states part is on back order. Service Manager states that customer complained of vehicle lurching and part is on back order. RCM advised if Service Manager had part order information. Service Manager states that he does not have all information. RCM to call Dealer, Parts.						
HEARNSN	04/06/2009 02:27:47 PM	Call To Patrick		407459		
RCM called Dealer and requested part information for transmission for customer states that Dealer advised part is on backorder since 03/20/2009. Part Manager states that he will go to desk and return call. RCM to wait Dealer call.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HEARNSN	04/06/2009 02:44:34 PM	Call From Patrick		407459		<p>Parts Manager states that he is new to VW and previously from Volvo; may have processed order incorrectly; information requested is as follows:</p> <p>Part: Mechatronics Part # 02E 325 025 ADZDE Order 03/19/2009 Order Type: Red Sales Document 1005517655</p> <p>Part Manager states that he originally was unaware that order was upgraded to red order on 03/19/2009 as Dealer was going to be charged an excessive amount of freight; Dealer was working with Tommy from Parts; no ETA on order. RCM to assign to PARTS for review.</p>
HEARNSN	04/06/2009 02:57:55 PM	Assigned To CCC				<p>Please research the following Part information.</p> <p>Part: Mechatronics Part # 02E 325 025 ADZDE Order 03/19/2009 Order Type: Red Sales Document 1005517655 RCM to wait Parts.</p>
PETERSG	04/06/2009 03:52:58 PM	Assigned To HEARNSN				<p>This part shipped from Germany today. Please allow 7-10 days for delivery, depending on customs.</p>
HEARNSN	04/07/2009 01:48:46 PM	Call To Brandon Perry		407459		<p>RCM called Dealer and requested an update to part. Service Manager states that Part arrived today and vehicle is worked on; will follow up concerning repair completion. RCM to call customer.</p>

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HEARNSN	04/07/2009 02:20:26 PM	Call To [REDACTED]				RCM called customer and advised of part update; mechatronic arrived today and Dealer are currently making repairs to vehicle. Customer states that he called CCC yesterday because Dealer appeared leery as to this even resolving concern; seeking to rattle some cages as to being out of vehicle for almost a month; paid \$560.00/payment for vehicle and not just seeking update; not satisfied as to time taken to address. RCM advised customer that we can review for possible assistance with a vehicle payment after repair completion; inquired if customer was financed through VCI. Customer acknowledged. RCM advised customer that we will follow up on FRI, 04/10/2009 with update and then review request for vehicle payment assistance. RCM to wait Dealer call.
HEARNSN	04/09/2009 02:03:28 PM	Call To Brandon		407459		RCM called Dealer and requested update to vehicle repair. Service Manager states that vehicle repair a has been completed and awaiting customer pick up; total days down were 21 days. RCM to call customer.
HEARNSN	04/09/2009 02:16:31 PM	Call To [REDACTED]				RCM called customer and advised that Dealer states vehicle repairs has been completed. Customer states that he picked up vehicle yesterday from Dealer; did not appreciate condition of vehicle at pick up; vehicle has 1 inch of yellow pollen on vehicle; inquired if Dealer washed vehicle for at very least, vehicle can be returned in manner of drop off; dislike Dealer attitude, although Dealer did agree to wash off top resulting in customer having to wait 20 minutes; Dealer never apologized for customer being without vehicle for nearly a month; love vehicle and so far vehicle is running fine; advised that oil change was \$110.00 and during lease of vehicle thought that Dealer advised of 2 free maintenances; maybe incorrect in information; more importantly, seeking to know what is VW willing to do in regards to payment request. RCM advised that Dealer complaint will be documented and internally reviewed; all Dealer do not participate in vehicle wash; warranty does not cover vehicle maintenance, some Dealers may offer their own courtesy service, outside of VW; would need to check with Sales; understand that customer was without vehicle for 20 days and we will assist as a 1 time goodwill gesture in assisting with 1 vehicle payment; allow 4-6 weeks to process after receipt of payment information; payment normally hits rear of loan and customer can contact VCI in 4-6 weeks to verify; inquired if customer is able to document fax contact information. Customer seeking for RCM to e-mail. RCM advised unable to e-mail, but can return call and LVMM with information. RCM to call customer.
HEARNSN	04/09/2009 02:20:38 PM	Voice Mail To [REDACTED]				RCM LVMM advising customer of fax number to submit VCI payment information; advised to allow 4-6 weeks to process after receipt; provided Reference number; advised that Dealer will be made of complaint lodged. RCM to call Dealer.

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HEARNSN	04/09/2009 02:40:35 PM	Call To Brandon		407459		
RCM called Dealer and advised Service Manager that customer picked up vehicle yesterday; acknowledged a complaint against Dealer concerning 1 inch of pollen on vehicle; inquired if Dealer washed vehicles and states that Dealer responded that Dealer does not wash vehicles; only after complaining did Dealer wash top which took 20 minutes; states that Dealer never apologized for concern affecting vehicle resulting in customer being without for almost a month. Service Manager states that he was unaware that vehicle was picked up as customer never paid for oil change and ticket is still open; Dealer will call customer and advise that he is no longer welcome at Dealer for his treatment is intolerable. RCM to contact FOM.						
HEARNSN	04/09/2009 03:33:38 PM	Call From Lisa Brown				
RCM advised FOM after addressing another case of customer request and vehicle payment offer made; vehicle was down 20 days down; advised that Dealer was made aware of complaint regarding vehicle being dirty and treatment and Service Manager states that customer will be told that Dealer will no longer service vehicle. No further action.						
WILLIAC2	04/13/2009 02:53:53 PM	FAX From [REDACTED]				
Fax in doc center.						
PRENTIM	04/13/2009 04:21:18 PM	Note To CCC				
RC generated EFT to VCI in the amount of \$556.82 as GW gesture. (1 vehicle payment.)						
CR_BATCH	04/16/2009 04:00:31 AM	Note To PRENTIM				
Amount for \$ 556.82 was Posted on 04/15/2009. AP reference number: 40020542						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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2008 Eos 2.0L [REDACTED]	090095027	Customer Relations	WVWBA71F18V [REDACTED]	9,500		
SHEARDA	04/17/2009 01:19:39 PM	Call From [REDACTED]				Inquiry 408213 Pr. Part: LEAS-LEASE AND LOAN PAYMENT Pr. Rsn: 37A Lease Payment
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned at least six vehicle(s); has a spare parts warranty; Customer is seeking/expecting for us to offer a vehicle payment of \$460, and to placed into the another vehicle compatible to the vehicle he is purchasing; this customer perceives this to be a premature failure; Customer states that while driving this vehicle would bang into gear; states he advised dealer 408213 to keep the vehicle until they fix it; Customer states that the vehicle has been at the dealership for over three weeks as they are waiting on a part; states he is making vehicle payments on this vehicle he can not drive; that he is driving a 10k vehicle of another brand; states he should be driving a vehicle compatible to his; Customer states that dealer 408213 has inquired to the VW rep to replace the entire transmission and not wait on a part that goes into the transmission, however they did not receive the go ahead; Customer states there is no ETA for the part. CO advised customer that CO will assign his case to a RCM who will evaluate; advised customer of our rental policy; advised that CO is not setting any false expectations on his request; advised that the RCM will follow up by Mon., 04/20/2009 before the close of business on either the business or cell numbers. Customer states he feels this is a concern that should be addressed today as he does not want to wait over another weekend. CO advised that the case will be marked priority, however CO can not advise if his concern will be addressed today. CO to assign to RCM to evaluate.						Complaint 408213 Part: 3435-Transmission Rsn: 36A Rental/Loaner
SHEARDA	04/17/2009 01:41:12 PM	Assigned To CCC				Complaint 408213 Part: 3435-Transmission Rsn: T01 Auto/Hybrid - Shifts roughly
Customers vehicle is at dealer 408213 as they are waiting on a part with no ETA; states that the vehicle had been there for over three weeks; customer is driving a 10k vehicle of another brand; Customer is seeking to be placed in a vehicle compatible to his vehicle and a vehicle payment \$460; Customer is requesting a follow up today, 04/17/2009. RCM to evaluate and follow up with customer of either the business or cell number. RCM to evaluate.						Complaint 408213 Part: 3435-Transmission Rsn: 04Q Order Fill Time
HAWLEYD	04/17/2009 03:00:37 PM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	04/17/2009 03:03:19 PM	Call To Bill Troise		408213		
Service manager advised that they have a megatronics unit on red order. RCM advised that if he can provide the part number, red order number and sales doc number, we will see if there is anything we can do. Service manager advised that he will contact RCM back with the information. RCM waiting for service manager call back.						

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HAWLEYD	04/17/2009 04:24:07 PM	Return Call From Bill Troise		408213		
Service manager advised the following parts information: Ordered on 3/27/09 Part # 000325025 Sales doc# 10005536002 Red order Purchase order # 9091304652 RCM advised that we will forward this to parts. RCM to contact RC.						
HAWLEYD	04/17/2009 04:30:18 PM	Assigned To ccc				
Please obtain part update. Thank you. Ordered on 3/27/09 Part # 000325025 Sales doc# 10005536002 Red order Purchase order # 9091304652 RCM waiting for parts update.						
PETERSG	04/17/2009 05:23:08 PM	Assigned To HAWLEYD				
This part shipped from the factory in Germany today. Please allow 7-10 days for delivery, depending on customs.						
HAWLEYD	04/20/2009 10:22:33 AM	Call To Bill Troise		408213		
RCM advised that the part is shipping from Germany today and will be arriving in 7-10 days. RCM to contact customer.						
HAWLEYD	04/20/2009 10:25:14 AM	Voice Mail To [REDACTED]				
RCM LMTRMC. RCM - Please advise customer that the part for his vehicle is shipping from Germany today and will arrive to the dealer in 7-10 days. Please advise customer that once the vehicle is repaired VW will look into his request. RCM waiting for customer call back.						
ALEXANLA	04/20/2009 10:38:03 AM	Return Call From [REDACTED]				
Customer states returning call from RCM; states his payment is due next week and wanted to know if he should pay it or not as he requested to not have to make his payment due to vehicle downtime. CA to transfer Customer to RCM.						

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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ALEXANLA	04/20/2009 10:39:21 AM	Transfer To Diane / RCM				
CA transferred Customer to RCM voice mail. RCM to call Customer.						
HAWLEYD	04/20/2009 11:57:00 AM	Voice Mail From [REDACTED]				
Customer LVMM advising that he would like VW to make his vehicle payment that is due in 2 days. RCM to contact customer.						
HAWLEYD	04/20/2009 12:16:04 PM	Call To [REDACTED]				
RCM advised customer that we would advise him to continue to make his vehicle payments. RCM advised customer that once the vehicle is repaired we can look into his request. RCM advised that the part did ship from Germany today and will arrive in 7-10 days. Customer states that he feels that once he makes the payment, VW will not reimburse him. Customer states that his wife has driven a mini-van for years and this is the first vehicle that she really wanted. Customer states that he has owned VW's since the 80's and is looking to purchase a CC. RCM advised that we do appreciate their loyalty to VW. RCM advised that we want to know exactly how many days that they are out of the vehicle before a decision is made. Customer states that he appreciates VW looking into this. Customer states that he will make his payment. RCM advised customer that we would like to follow up with him on 4/30/09 as that will be 10 days and we can verify that the part has arrived and go from there. Customer acknowledged. RCM to follow up.						
HAWLEYD	04/20/2009 12:22:31 PM	Note To CCC				
RCM to follow up with customer on 4/30/09, however will follow up with the dealer on 4/28/09 to obtain status of part arrival. RCM to follow up.						
HAWLEYD	04/28/2009 01:42:12 PM	Call To Bill Troise		408213		
Service manager advised that the vehicle is repaired and customer picked it up yesterday. RCM to contact customer.						
HAWLEYD	04/28/2009 02:00:01 PM	Call To [REDACTED]				
Customer states that he picked the vehicle up yesterday and it is running fine. RCM advised customer that we would like to offer him 1 month vehicle payment due to the time he has been out of the vehicle. Customer states that he would appreciate that. RCM advised customer to continue to make his payments and to fax over his vehicle coupon. RCM waiting for customer fax. No further action pending customer fax.						
MARASHS	05/07/2009 01:34:59 PM	FAX From [REDACTED]				
Fax in Doc Center.						

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HAWLEYD	05/07/2009 02:51:43 PM	Note To Generated EFT				
		RCM generated EFT to VW Credit 1 month vehicle payment in the amount of \$463.80, due to the length of time the vehicle was down. - Total \$463.80. No further action.				
CR_BATCH	05/14/2009 04:00:29 AM	Note To HAWLEYD				
		Amount for \$ 463.80 was Posted on 05/13/2009. AP reference number: 40025468				

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2008 Eos 2.0L						
	090095128	Customer Relations	WVWFA71F58V	9,000		
SHEARDA	04/17/2009 03:16:58 PM	Call From				Complaint 425047 Pr. Part: 2722-Generator Pr. Rsn: 56E Hesitation
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.						Complaint 425047 Rsn: 11K Dealer Opted Not to Assist
SHEARDA	04/17/2009 03:32:40 PM	Assigned To 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, RCM to evaluate.						
ZIEHMEC	04/17/2009 03:41:44 PM	Assigned To BALDWIA				
Assigned for handling.						

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ZIEHMEC	04/17/2009 04:12:46 PM	Call To James		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.					
ZIEHMEC	04/17/2009 04:40:15 PM	Assigned To CCC				
	Please note customer alleges accident due to hesitation. RC to further research.					
PRENTIM	04/17/2009 04:48:31 PM	Assigned To PRENTIM				
	RC to review with PL.					
PRENTIM	04/17/2009 04:48:55 PM	FAX To Chris Lewis				
	RC faxed incident report to PL based on customer and dealer conversation in notes. Wait PL.					
FOXK1	04/20/2009 04:58:36 PM	Voice Mail To Chris				
	ES seeking an update. ES call customer.					
FOXK1	04/20/2009 05:02:15 PM	Call To [REDACTED]				
	ES advised we are researching her requests, we have sent the information provided by the dealer to our PL group to research, the dealer replaced the valve body and this has corrected the concern, the vehicle is ready, we will have an update by Thursday at the latest. Customer understood, but felt we were maybe waiting on an update to the software. ES advised of not being aware of this. ES wait for PL.					
FOXK1	04/21/2009 11:05:47 AM	Call From 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.					

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FOXK1	04/21/2009 11:10:07 AM	Voice Mail To James		425047		
	LMTRMC. ES call customer.					
FOXK1	04/21/2009 11:12:05 AM	Voice Mail To [REDACTED]				
	ES LVMM noting our message to the dealer for the estimate and pictures. ES wait dealer call.					
FOXK1	04/21/2009 02:16:57 PM	Return Call From James		425047		
	ES advised of need to have the repair order for the valve body, estimate, and pictures. Service advised he will fax that and will get us the pictures in the morning, his cel is [REDACTED] ES wait for fax.					
WILLIAC2	04/22/2009 03:49:30 PM	FAX From Ms Kydd		425047		
WILLIAC2	04/22/2009 03:49:37 PM	Assigned To CCC				
FOXK1	04/22/2009 04:25:18 PM	E-Mail To Chris Lewis				
	Here is the repair order for the customer, reference 90095128. We have yet to receive the pictures and body shop estimate.					
FOXK1	04/22/2009 04:25:56 PM	Voice Mail With James		425047		
	LVMM noting we received the warranty repair order fax, but not the estimate and pictures. ES wait for dealer email.					
PRENTIM	04/27/2009 02:05:26 PM	Call To James		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.					
MARASHS	04/27/2009 03:05:38 PM	FAX From James		425047		
	Fax in Doc Center.					

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MARASHS	04/27/2009 03:07:09 PM	Assigned To ccc				
PRENTIM	04/27/2009 03:36:30 PM	Assigned To 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.					
PRENTIM	04/27/2009 03:45:36 PM	Voice Mail For [REDACTED]				
	RC advised still looking into request for repair assistance. RC advised waiting for pictures from Dealer to review with PL but that VW is looking to assist in some manner. Wait Dealer email.					
PRENTIM	04/27/2009 03:55:10 PM	FAX To Chris Lewis				
	RC forwarded Repair Order and estimate for body damage to PL. RC inquired if pictures are still necessary.					
HOWARDB	04/27/2009 05:24:20 PM	Return Call From [REDACTED]				
	Customer called seeking an update on her file. CA placed the Customer on hold to contact level 2.					
PETERSG	04/27/2009 05:26:34 PM	Call From 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.					
HOWARDB	04/27/2009 05:29:22 PM	Return To [REDACTED]				
	CA advised the Customer that the RC is assisting another Customer. CA advised the Customer that the RC left a message today that we are waiting for some additional information from the Dealer to research for assistance. CA advised the Customer that she will be contacted with an update before close of business on 04/28/09. RC to wait for e-mail from Dealer.					
PRENTIM	04/28/2009 10:46:53 AM	E-Mail From 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.					

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PRENTIM	04/28/2009 10:52:15 AM	Voice Mail For James		425047		
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.						
PRENTIM	04/28/2009 12:03:56 PM	Call To [REDACTED]				
RC advised that VW has authorized repairs and a rental for the time the vehicle is in the body shop. RC advised VW is going to pay dealer to complete body repairs. Customer concerned that this will occur again. RC advised Dealer has repaired vehicle and if she experiences any further issues, she should call CCC. Customer happy with decision and will follow up with Dealer later today. RC to wait Dealer call.						
PRENTIM	04/29/2009 08:09:44 AM	Note To CCC				
RC has not heard from DLR after voicemail left authorizing repairs and rental. No further action pending call from dealer.						
BALDWIA	05/04/2009 05:40:32 PM	Call From James Rushing		425047		
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.						
CAMILOM	05/22/2009 10:57:50 AM	FAX From Laura Kydd		425047		
Fax in doc center.						
CAMILOM	05/22/2009 10:58:23 AM	Assigned To ccc				
PETERSG	05/22/2009 11:45:19 AM	E-Mail To 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.						
PETERSG	05/22/2009 11:50:45 AM	Voice Mail To James		425047		
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.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PRENTIM	05/26/2009 01:29:03 PM	E-Mail From James Rushing	425047			RC received photos of customer's vehicle. RC to forward to PL to complete documentation necessary for dealer reimbursement.
PRENTIM	05/26/2009 01:30:14 PM	E-Mail To Chris Lewis				RC forwarded pictures of customer's vehicle to PL. No further action from CCC. (PL to reimburse Dealer.)
PRENTIM	05/26/2009 02:55:41 PM	E-Mail From Chris Lewis				This completes my file. An EFT is in process for the dealer. No further action.
CAMILOM	05/27/2009 03:23:46 PM	E-Mail From Stacy Salcido				From: Stacy Salcido <stacy021178@yahoo.com> To: jwrushing@aol.com Sent: Monday, April 27, 2009 1:31:25 PM Subject: pictures of eos
CAMILOM	05/27/2009 03:23:58 PM	Note To ccc				Email photo attachments in doc center.
CAMILOM	05/27/2009 03:24:25 PM	Assigned To ccc				
FOXK1	05/27/2009 03:38:13 PM	Assigned To PRENTIM				PL generating EFT. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090102254	Customer Relations	WVWBA71F28V	20,000		
YOUNGLI	04/23/2009 06:44:55 PM Call From					Complaint 425428
Customer stated, vehicle currently at Dealer 425428, 2 VW vehicle owned, vehicle is maintained at Dealer 425428 and Dealer 424339, vehicle is maintained per MANF SPEC, Customer was advised to call the CCC by Dealer 425428, he is seeking to get into the take the vehicle back program, CO advised, we do not have sure a program, what are the concern customer having with vehicle. Customer stated, repeat concern with driver and passenger window have concerns, both driver and passenger doors are agar, the have noise coming from them and appear to having concern with proper fit, have concerns with the transmission, when vehicle is stop and then put into gear, it jerks shudders, shakes , hesitates, wheels spend sometimes and accelerates real fast, this happens in drive or reverse. Customer is seeking to have the vehicle taken back, as he is having to have the vehicle more at the Dealer, than drive the vehicle and he has spent a lot of money on the vehicle. CO advised, we can look at Customer request on a case by case basis, but it is our obligation to repair the vehicle under the terms of the NVLW 4/50K WCF, so that it operates are it is designed, due to the vehicle concern will escalate concern to RCM to research and follow up with Customer . Customer stated, he will be available all day at # CO advised, Customer will receive follow up before COB 4/24. CO to assign to RCM						Pr. Part: 5730-Door assembly carrier
						Pr. Rsn: 87D Power Windows Not Operating Properly
						Complaint 425428
						Part: 5730-Door assembly carrier
						Rsn: 54Q Extensive Repair History
						Complaint 425428
						Part: 5763-Front door seal
						Rsn: X03 Wind noise driver side front of vehicle
						Complaint 425428
						Part: 3735-Automatic transmission
						Rsn: 50E Shuddering/Shaking
						Complaint 425428
						Part: 3735-Automatic transmission
						Rsn: 56E Hesitation
YOUNGLI	04/23/2009 07:00:27 PM Assigned To CCC					
Customer is seeking to have his vehicle taken back because of extensive repair concern, Customer can be reached all day at CP# RCM to email Dealer.						
BALDWIA	04/24/2009 09:06:54 AM Assigned To BALDWIA					

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	04/24/2009 09:29:40 AM	E-Mail To Gerald Skinner		425428		Complaint 425428 Part: 3735-Automatic transmission Rsn: T08 Manual - Gearshift hard to operate
***** Email to jerry.skinner@cablemotors.com; ***** ACTION REQUIRED: Confirm Repair History						Complaint 425428 Rsn: 69C Dealer Referred Customer to CARE
Hello! The following customer has come to us requesting assistance. In order to review their request, I need to confirm the information I have regarding their vehicle's repair history.						Complaint 425428 Rsn: X33 Gaps/poor fit driver side rear side door
Customer Name: [REDACTED]						Complaint 425428 Rsn: X36 Gaps/poor fit passenger side front door
VIN: WVWBA71F28V [REDACTED]						Complaint 425428 Part: 6454-Window motor Rsn: 14H Repeat Repair
Customer alleged days down: customer didn't say.						
Vehicle repair history:						
6452 Front electric window regulator		11/14/2008	13,000			
6452 Front electric window regulator		11/14/2008	13,000			
6445 Front door window guide		09/10/2008	8,000			
6452 Front electric window regulator		06/27/2008	2,000			
6458 Window switch		06/27/2008	2,000			
6442 Guide channel		06/06/2008	1,000			
0181 30 DAY INSPECTION		04/09/2008	0			
4665 Parking brake lever cover		03/26/2008	0			
Requested Information						
1) Does this history match your customer records?						
2) If not, could you please indicate any additional repairs and days down?						
If the vehicle is still at your dealership, please answer the questions below.						
3) What is the current diagnosis?						
4) What is the ETA on this repair?						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Aaron Baldwin
(248) 754-3581

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying
Comment truncated due to size
RCM to contact DLR 424339.

CAMPOSA	04/24/2009 09:52:16 AM	Call To John	424339
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Service Advisor states: 6/6/08 vehicle's passenger rear window would only go up half-way; rear window was adjusted; 6/25/08 Passenger front window sticking and Driver's front window popping and sticking; Driver's front window regulator was replaced, and the passenger's front switch was replaced; in August 2008 customer came in for 5k; September 2008 customer came in for a leaking top; determined the driver's front window was not closing all the way; the driver's front window was adjusted; no other vehicle repair history. RCM to research.

BALDWIA	04/24/2009 10:10:58 AM	E-Mail From Jerry Skinner	425428
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Yes that matches our records.

The car is still here and is waiting on a transmission control unit that is on red order since April 11 and I have no idea when it will arrive.

The customer is asking for a buy back

Jerry Skinner

RCM to send a follow up email.

BALDWIA	04/24/2009 10:15:46 AM	E-Mail To Jerry Skinner	425428
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RCM sent follow up email asking if the previous concerns were more than 1 day repairs and to verify when the vehicle was taken to dealer for current concern. Wait dealer email.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	04/24/2009 04:38:26 PM	Call To [REDACTED]				
RCM advised calling to touch base; advised we are currently gathering information from dealer so that we can fully research his request; someone will be back in contact with him by the COB Monday 4-27-09. RCM to wait dealer email.						
BALDWIA	04/27/2009 11:30:41 AM	E-Mail From Jerry Skinner		425428		
Well we sold the car and it has only been to us 2 times for warranty work, first time was a one day repair and the second time was seven days but they can only come on weekends so the seven days was not VW's fault it should have been a 2 day repair. Correct the car was brought in April 11th for diag and is still here waiting for the part to arrive. Jerry Skinner Service Manager RCM to call Dealer.						
BALDWIA	04/27/2009 11:37:17 AM	Voice Mail To Jerry Skinner		425428		
RCM advised calling regarding customer concern; seeking to know if the part is on backorder or if there was some other delay. RCM to wait dealer call.						
BALDWIA	04/27/2009 11:44:58 AM	Call From Jerry Skinner		425428		
Service Manager advised returning RCM call; part has been on red order since 4-13; Service Manager has contacted his FOM and QTM regarding the concern; QTM advised would look into the concern; Service Manager's understanding was Techline was supposed to send the part but had Dealer order the part; Service Manager provided Sales Doc # 1005580472, VTA # 440073, Service Manager did not have part number but if RCM needed it RCM should send email and Service Manager would get the part number. RCM to research.						
LOPEZI	04/27/2009 03:55:24 PM	Return Call From [REDACTED]				
Customer states seeking; if there are any updates regarding Customer concerns with vehicle; Customer vehicle has been at Dealer 425428 for two weeks and Customer has no idea what is going on. CA advised: Customer case has been escalated to a RCM for handling; CA can check if RCM is available. Customer accepts. CA to call RCM.						
LOPEZI	04/27/2009 03:57:33 PM	Call To BALDWIA				
CA advised: Customer seeking an update. RCM to continue comment with Customer.						

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	04/27/2009 04:05:22 PM	Continued Comment With				
BALDWIA	04/28/2009 09:04:55 AM	Continued Comment With				Notes for conversation from yesterday did not save properly. RCM advised still looking into concern; RCM was advised that we are waiting on part for the vehicle and have been waiting for a couple of weeks now; RCM has obtained information for the part order to look into the concern further so we can take into consideration the total time Customer was without vehicle. Customer states he has had to leave the vehicle in for repairs 6 times which is frustrating because they can't drive the car they are paying for; asked why can't he just be provided a different vehicle and VW do what they want with this one. RCM advised that we do not have a program to meet customer's expectations but do look at the requests on a case by case basis; RCM will research further and call customer back no later than COB on Wednesday 4-29-09. Customer states if RCM does not have an update on Wednesday then RCM should provide him with the number of someone who can do something or the number for VW lawyers. RCM advised if RCM does not have an update for customer on Wednesday there would not be anyone else at CCC who would be able to provide any different information; we do not have a phone number for the legal department; any legal department correspondence must go through the mail and RCM can provide that information today. Customer states he will get the information he is looking for. RCM to call Level 2.
BALDWIA	04/28/2009 09:11:06 AM	Call To Mindy				Notes from yesterday did not save properly. RCM advised sales doc number. RC advised part number is 000325025XZDE; part is mechatronic which is a VIP (VIN specific) and can take several weeks. RCM to contact Field.
BALDWIA	04/28/2009 09:23:57 AM	E-Mail To Jack Jones				RCM sent email advising of customer's concerns. Wait FOM email.
BALDWIA	04/28/2009 11:42:46 AM	E-Mail From Jack Jones				FOM advised he is aware of the situation with Customer; he has tried to see if we can expedite the part, but has been informed that there is a vendor issue in Germany; He has also tried to see if there is a new unit available or even a complete transmission and there are no alternatives currently; He is also aware of Customer's request, Service Manager is sending him paperwork to further look into issue but FOM is not sure that Customer's request to upgrade to a CC is feasible without considerable contribution from the customer. Wait FOM response.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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BALDWIA	04/29/2009 02:58:41 PM	Call To [REDACTED]				RCM advised that RCM knows that dealer has engaged some of their resources in order to try and get the part but we've not been able to get the part; RCM is also waiting on information from internal resource regarding customer concern for us to assist Customer in getting out of the vehicle; so at this time we are working to get answers for customer as quickly as possible but we do not have a decision as of yet. Customer states he has found out that he does not qualify under Oklahoma Lemon Law but does qualify under federal law; Customer is going to turn it over to a federal attorney; Customer asked for RCM point of contact's name and phone number for the attorney to contact. RCM advised that is internal information and RCM would not be able to provide that; RCM can provide mailing address for where Customer attorney would be able to send correspondence. Customer asked for the reference number. RCM provided reference number. No further action.
BALDWIA	05/13/2009 05:43:33 PM	Call From Jerry Skinner		425428		Service Manager advised Customer had begun arbitration but customer did like the way the vehicle was repaired; Service Manager told customer if they kept the car he would get VW to pay a car payment for customer; Customer called back and stated they were going to keep the car and stop arbitration; Service Manager did Goodwill for \$750 car payment. No further action.

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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2008 Eos 2.0L						
	090103254	Customer Relations	WVWBA71F88V	9,000		
BRISBOA	04/24/2009 05:16:47 PM Call From ms WOLOWACZ- daughter					Complaint 408319
	Customer states vehicle has been at dealer 408319 since 3/31/09; vehicle was shaking; ECM/ valve body and now transmission need to be replaced; told parts are on back order; vehicle wont be ready for another couple weeks. Customer is seeking for lease payment to be made for her. CO advised will document information; RCM will review request; cannot guarantee outcome. follow up by COB on 4/27 Monday. CO to forward to RCM.					Pr. Rsn: 50E Shuddering/Shaking
BRISBOA	04/24/2009 05:22:39 PM Assigned To .					Suggestion 408319
	seeking for lease payment to be made since vehicle has been at dealer since 3/31/09. call 3474537303. RCM to research.					Part: LEAS-LEASE AND LOAN PAYMENT
EDWARDAM	04/27/2009 07:58:01 AM Assigned To EDWARDAM					Rsn: 37A Lease Payment
						Complaint 408319
						Part: 3735-Automatic transmission
						Rsn: 95J Length of time for repairs

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	04/27/2009 08:11:13 AM	E-Mail To Rich (PM) & Mark (SM)	408319			
***** Email to richie@koepplvw.com;m_schillaci@koepplvw.com; ***** ACTION REQUIRED: Back Ordered Part(s)						
Hello! The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:						
Customer Name: [REDACTED] Model Year/Model: 2008 Eos VIN: WVWBA71F88V [REDACTED]						
Customer's Description of Part: she stated the vehicle has been at dealer 408319 since 3/31/09; vehicle was shaking; ECM, valve body, and now transmission need to be replaced; told parts are on back order and her vehicle won't be ready for another couple weeks. Could you verify this is correct information?						
Requested Information						
1) Part Number: 2) Sales Document Number: 3) Order Date:						
If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
Thank you in advance for your help.						
Amanda Edwards						
RCM to wait Dealer 408319 e-mail or call.						
EDWARDAM	04/27/2009 11:34:52 AM	Voice Mail To Mark	408319			
RCM LMTRMC. RCM advised sent e-mail to him and Part Manager about waiting for parts. RCM to wait Dealer 408319 e-mail or call.						

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EDWARDAM	04/27/2009 04:07:41 PM	Voice Mail To [REDACTED] (daughte				
		RCM LVMM. RCM advised is still gathering the parts information from Dealer 408319 to attempt to assist with ETA; would follow up by COB Wednesday, 3/29. RCM to wait Dealer 408319 e-mail or call.				
EDWARDAM	04/28/2009 08:23:51 AM	Voice Mail From Mark		408319		
		Service Manager LVMM. Service Manager advised is returning RCM's call; vehicle needs a transmission mechatronics; it's on red order and waiting on an update from FOM's back up Tony Schummel; Customer is under 25 years old so they are unable to put Customer in a rental vehicle. RCM to call Dealer 408319.				
EDWARDAM	04/28/2009 10:09:14 AM	Call To Mark		408319		
		RCM advised is returning his call. Service Manager advised sent e-mail to FOM's back-up; will forward this to FOM for Area 4 today for assistance in gathering an ETA on the parts; it's needs the mechtronics for the transmission; QTM is there today as well to review; vehicle is drivable and the Customer is under 25 years old so they are unable to provide rental; will update RCM when FOM responds. RCM to wait Dealer 408319 call or e-mail.				
EDWARDAM	04/29/2009 11:28:43 AM	Voice Mail To Mark		408319		
		RCM LMTRMC. RCM advised seeking if he spoke with FOM about this parts status; if no ETA on it seeking parts information for RCM to assist with an ETA. RCM to wait Dealer 408319 call.				
EDWARDAM	04/29/2009 04:21:25 PM	Voice Mail To [REDACTED] (daug				
		RCM LVMM. RCM advised is still working with Dealer 408319 in gathering an ETA on this part; once this is confirmed we can further evaluate her request for compensation; will follow up by COB Friday, 5/1 with more information. RCM to wait Dealer 408319 call.				
EDWARDAM	04/29/2009 04:44:15 PM	Call To Mark		408319		
		RCM advised seeking if there is any updates on the parts. Service Manager advised it's still on a red order; FOM is involved tracking them down for ETA. RCM to follow up on parts.				
EDWARDAM	04/30/2009 09:10:42 AM	Call From Juergen				
		(RCM was speaking with FOM on another case) RCM advised seeking if he is aware of any updates on the parts for the mechatronics. FOM advised will forward e-mail on the updates for parts. RCM to wait field update.				

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EDWARDAM	04/30/2009 10:53:39 AM	E-Mail From Juergen				RCM received e-mail on 2 orders for mechnronics with Dealer 408319; FOM will identify which VIN's they are for. RCM to e-mail field.
EDWARDAM	04/30/2009 10:54:22 AM	E-Mail To Juergen				Thanks for the information Juergen. Customer [REDACTED] VIN # VVWBA71F88V [REDACTED] 008 Eos is waiting for one of the mech-tronics units. Vehicle has been at the dealership since 3/31 for repairs and now waiting for this part. They are asking for a lease payment to be made for the downtime, which we'll do once the vehicle is repaired. RCM to wait part updates from field.
EDWARDAM	05/01/2009 10:53:45 AM	E-Mail From Juergen				All orders are filled, they should be here in a few days. Juergen Pietsch Fixed Operation Manager Eastern Region Area 4 RCM to follow up with customer.
EDWARDAM	05/01/2009 11:08:04 AM	Voice Mail To [REDACTED] (daug				RCM LVMM. RCM advised was following up on the parts; did receive ETA the parts are shipping and we usually allow 5-7 business days for it to arrive; will set follow up by COB next Friday, 5/8 to allow the parts to arrive and to be installed into her vehicle; will follow up before hand if there are any further updates; once we confirm the vehicle is completed and repaired, we can fully evaluate her request for a lease payment once we have a complete days down. RCM to follow up with Dealer 408319 5/8.
EDWARDAM	05/04/2009 04:21:52 PM	Call To Mark S.		408319		RCM advised seeking if they have received this part as of yet. Service Manager advised will check into this one and get back with RCM with any updates. RCM to wait Dealer 408319 call.

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EDWARDAM	05/04/2009 04:26:11 PM	Return Call From Mark S.		408319		
Service Manager advised is calling back and the vehicle is completed; got all parts in over the weekend and they are picking it up tomorrow; been down since 3/31. RCM advised will offer a lease payment for the 35 days it was down. RCM to call Customer.						
EDWARDAM	05/04/2009 04:44:43 PM	Call To [REDACTED] (daughter)				
RCM advised was following up on her vehicle and wanted to ensure Dealer 408319 has followed up with her to ensure her vehicle is repaired and ready to be picked up. Customer states she has. RCM advised did look into compensation for the downtime; would like to provide 35 days of a vehicle payment for the 35 days her vehicle was down for; would provide one full month and then divide a month payment by 30 days to come to the 5 days amount; would need a copy of her vehicle payment to be faxed to us to submit this to her account; would take 4 to 6 weeks to clear and Customer to continue making her payments. Customer states appreciates this; seeking for RCM to call her back tomorrow morning to provide the fax # as she's on her way to the airport to come home. RCM advised would do that. RCM to call Customer.						
EDWARDAM	05/05/2009 09:33:27 AM	Voice Mail To [REDACTED] (daug				
RCM LVMM. RCM advised is calling her back as promised to provide instructions in getting the lease payment of 35 days due to the downtime of her vehicle; would need a copy of her pay stub or print out a copy of the online payment; fax into CCC at #6504; attention to RCM and case #; if there is any additional questions to let RCM know. No Further Action, pending Customer fax.						
SHORTK	05/06/2009 01:31:08 PM	Call From [REDACTED]				
Customer states seeking to speak with RCM. CA to contact RCM.						
SHORTK	05/06/2009 01:31:37 PM	Call To Amanda				
CA attempted to contact RCM. CA to return to customer.						
SHORTK	05/06/2009 01:32:01 PM	Return To [REDACTED]				
Customer states seeking RCM to contact her when fax is received. RCM to contact customer.						
EDWARDAM	05/06/2009 01:33:19 PM	Note To CCC				
RCM to close case pending Customer follow up until fax is received. No Further Action, pending Customer fax.						

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WILLIAC2	05/06/2009 03:00:17 PM	FAX From Peter Wolowacz				Fax in doc center.
EDWARDAM	05/06/2009 03:03:54 PM	Voice Mail To [REDACTED] (daug				RCM LVMM. RCM advised received fax and will take 4-6 weeks. RCM to generate check.
EDWARDAM	05/06/2009 03:05:10 PM	Note To check request				849745596 WVWBA71F88V [REDACTED] [REDACTED] VW to reimburse for 1 month's lease payment plus 5 days for total of 35 days down for repairs. Total = \$466.25 Lease payment \$399.65/ 30 days = \$13.32 + 5 additional days for downtime = \$66.60 \$399.65 + \$66.60 = \$466.25 RCM to wait check.
CR_BATCH	05/14/2009 04:00:28 AM	Note To EDWARDAM				Amount for \$ 466.25 was Posted on 05/13/2009. AP reference number: 40025474

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 2.0L						
	090106265	Customer Relations	WVWBA71F98V	12,000		
YOUNGLI	04/28/2009 09:53:44 AM	Call From				Complaint 408277 Pr. Part: 3735-Automatic transmission Pr. Rsn: 50E Shuddering/Shaking
Customer stated, she loves her vehicle, Customer has had repeat repair concern with vehicle transmission, when she take her foot off the brake, the vehicle has a severe jerking, her Son works at the Dealer 408277, as parts manager and she knows that they are waiting for a part to come in from Germany, it has been a couple of months since the vehicle was diagnosis for this concern, Customer is still driving the vehicle, but the vehicle is no longer safe to drive, Customer is seeking for the vehicle to be repaired. CO advised, the vehicle will need to be taken back into the Dealer, once the vehicle is at the Dealer, can escalate concern to RCM to research, RCM will then research and follow up with Customer the following day, advised case reference number. Customer stated, she will have the vehicle taken into the Dealer and then call us back. No further action.						Praise 408277 Rsn: 69Q Features/Appearance/Design
ROSTEKE	04/30/2009 04:49:04 PM	Assigned To ccc				Complaint 408277 Part: 3511-Mechatronic Rsn: 14H Repeat Repair
RCM to contact dealer parts for follow up on back order. (see supervisor)						
HAWLEYD	04/30/2009 05:08:29 PM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	04/30/2009 05:08:41 PM	Call To Frank		408277		
Parts manager advised that this is his mother's vehicle. Parts manager advised that the following part information:						
Part # 000 325 025 XZDE Sales doc # 1005610543 Red ordered on 4/23/09 Parts manager advised that his mother has been bringing the vehicle in since November. RCM advised that she will contact his mother tomorrow (5/1/09). RCM to forward parts information.						
HAWLEYD	05/01/2009 08:37:20 AM	Assigned To CCC				
Please obtain a possible arrival date for this part. Thank you. Part # 000 325 025 XZDE Sales Doc# 1005610543 Red Ordered 4/23/09 RCM waiting part information.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HAWLEYD	05/01/2009 08:40:48 AM	Call To Frank Fay		408277		
	Service manager advised that they placed the customer in a loaner vehicle last night. RCM to contact customer.					
HAWLEYD	05/01/2009 08:42:06 AM	Voice Mail To [REDACTED]				
	RCM LMTRMC. RCM seeking to speak to customer in regard to her vehicle and to provide update. RCM waiting for customer call back.					
PETERSG	05/01/2009 08:51:01 AM	Assigned To HAWLEYD				
	This Mechatronic Unit is a VIP (Vehicle Intelligent Part), meaning it is ordered and built specific to the VIN. It can take 6-8 weeks for VIP orders to arrive. The order date placed for this Mechatronic Unit was 4/23/09. The customer should stay in contact with the dealer for delivery updates as Level 2 cannot directly track VIP orders.					
CORNEJV	05/04/2009 09:07:28 AM	Call From [REDACTED]				
	Mrs. Manzi wants to speak to RCM. CA to transfer to RCM.					
CORNEJV	05/04/2009 09:08:48 AM	Transfer To Diane Hawley				
	Tranfering call from [REDACTED]					
HAWLEYD	05/04/2009 09:11:34 AM	Call From [REDACTED]				
	RCM advised customer that this is just a courtesy call to let her know that we have obtained the part information from the dealer and sent it over to the parts department in attempts to obtain the part. Customer states that the dealer did place her in a loaner vehicle as the jerking in the vehicle has become progressively worse. RCM advised customer to stay in contact with the dealer as they will have the update once the part becomes available. RCM advised customer that we apologize for the inconvenience. No further action with the customer.					
HAWLEYD	05/04/2009 11:20:53 AM	Face-To-Face With Dawn				
	RCM advised supervisor that this is a mechatronic unit and did she want RCM to continue to track the part arriving. Supervisor advised that referring the customer back to the dealer is fine as this is a VIN specific built unit. No further action.					
HAWLEYD	05/18/2009 08:32:28 AM	Note To CCC				
	Please note that the component is scheduled to arrive towards the end on May and the customer needs to be directed to stay in touch with the dealer.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LANDRYK	05/18/2009 08:34:11 AM	Return Call From	[REDACTED]			Customer states: vehicle has been at Dealer 408277 for 3 weeks; her son was the parts manager but Friday was his last day; Dealer does not seem to be able to get any parts in; they are not doing well; she has made 2 payments on her vehicle and is not able to drive it. CA advised: will see if RCM is available. CA to consult with RCM.
LANDRYK	05/18/2009 08:36:39 AM	Call To	[REDACTED]			RCM advised: to advise Customer that the part will be in at the end of the month; Customer should stay in contact with Dealer 408277 as they would get the update before RCM would. CA to return to Customer.
LANDRYK	05/18/2009 08:40:05 AM	Return To	[REDACTED]			CA advised: Customer should stay in contact with Dealer 408277 as they would get an update before RCM would; the part should be in at the end of the month. Customer states: very dissatisfied with this; she bought a convertible because she wanted to drive a convertible; she is getting ready to make a payment on a vehicle she does not have; she would like something for this; Dealer is going under; they cannot get parts in; they do not pay their bills. CO advised: can look into compensation for her payment; RCM will follow up with her by COB 5-19-09. Customer states: RCM should contact her on her cell phone [REDACTED] between 8 a.m. and 5 p.m. RCM to review.
HAWLEYD	05/19/2009 11:55:49 AM	Call From Karen				FOM advised that the parts manager quit and the service manager is now over the parts and service department. FOM advised that she will be going to the dealer today and she will verify the order for the mechatronics unit. RCM to follow up.
HAWLEYD	05/19/2009 03:30:06 PM	Call To Frank Fay		408277		Service manager advised that the part has arrived, however it was marked incorrectly. Service manager advised that he is not sure that he will be able to get this done quickly due to the fact that they are working on a skeleton crew. RCM advised that we will advise that customer that the part is expected in at the end of the week. RCM to contact customer.
HAWLEYD	05/19/2009 03:38:59 PM	Call To	[REDACTED]			RCM advised customer that the part is due later this week and they will contact her once the part is installed. RCM advised that we understand that her son is no longer there, however he did order the part for her and it is due in. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HAWLEYD	05/19/2009 04:24:01 PM	Call From Karen		408277		
FOM advised that she would like to offer this customer 1 month vehicle payment. FOM advised that she will obtain the vehicle coupon and send it to RCM. RCM waiting for FOM.						
HAWLEYD	05/21/2009 03:37:26 PM	Call To Karen Riveros				
FOM advised that she has not received the customer's vehicle payment coupon and would like RCM to reach out to the customer and obtain it. RCM to contact customer.						
HAWLEYD	05/21/2009 03:40:48 PM	Call From [REDACTED]				
RCM advised customer that we have been contacted by the FOM and we would like her just to fax her vehicle coupon into VW CCC and we will make the 1 month vehicle payment for her. RCM advised customer to continue to make her payments and it will show on her statement. Customer states that she will not have vehicle coupon until the middle to end of June. RCM advised that once she receives it to fax it in. No further action pending customer fax.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090110492	Customer Relations	WVWFA71F78V		7,000	
SHEARDA	05/01/2009 07:36:39 PM	Call From				Complaint 426118 Pr. Part: LEAS-LEASE AND LOAN PAYMENT Pr. Rsn: 04Q Order Fill Time
Customer states: Original owner; Customer leased from VCI; This customer/family has owned five vehicle(s); No additional warranty/Service contract; Customer states that his vehicle is at dealer 426118 as there was a hesitation concern and has been there for two weeks; states that the part need to address the concern is a the distribution center and will they will not release it for 13 days; Customer states he would of been without his vehicle for almost a month and is still making his lease payments of \$480; Customer is seeking/expecting us to cover a vehicle payment; working with Service Advisor, John; Customer states that the dealership has been great. Customer states that there was also a electrical concern with the seat, but is has been addressed. CO advised customer that due to the nature of his concern CO would like to assign his case to a RCM to evaluate his request, CO advised that CO is not setting any false expectations; advised that if we were able to meet his expectations it would be after the vehicle has been repaired; advised that the RCM will evaluate and will follow up with him by Mon., 05/04/2009 on his cell with a update. CO to assign to RCM to evaluate.						Complaint 426118 Part: 3435-Transmission Rsn: 56E Hesitation
SHEARDA	05/01/2009 07:41:08 PM	Assigned To CCC				Inquiry Part: 3511-Mechatronic Rsn: 37A Lease Payment
There is a hesitation concern with the vehicle, vehicle has been at dealer 426118 for two weeks, customer states that the part is at the distribution center however it will not be released for 13 days; Customer is seeking to have a vehicle payment of \$480. RCM to evaluate and follow up with customer by Mon., 05/04/2009 on his cell. RCM to evaluate.						
CREECHA	05/01/2009 07:43:51 PM	Assigned To CREECHA				

Complaint 426118
Pr. Part: LEAS-LEASE AND
LOAN PAYMENT
Pr. Rsn: 04Q Order Fill Time

Complaint 426118
Part: 3435-Transmission
Rsn: 56E Hesitation

Inquiry
Part: 3511-Mechatronic
Rsn: 37A Lease
Payment

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	05/04/2009 11:59:01 AM	E-Mail To Dan		426118		
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Please note that RCM is having system issues and is unable to send e-mails directly from listen.

Hello! The following customer has contacted Customer CARE seeking goodwill. I wanted to share with you as much as I know about the customer and obtain your feedback regarding their request for goodwill.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F78V [REDACTED]

Mileage: 7,000 miles

The customer is seeking the following: Customer states that his vehicle is at dealer 426118 as there was a hesitation concern and has been there for two weeks. The part needed to address the concern is a the distribution center and will they will not release it for another 13 days. Customer states he would of been without his vehicle for almost a month and is still making his lease payments of \$480 so they are seeking a vehicle payment. Please also advise of date the vehicle was brought in.

Additional Information

Ownership: This customer/family has owned five vehicle(s)

This customer generally goes to a VW dealership for repair and maintenance work: Unknown

This customer experienced multiple vehicle issues during ownership: Unknown

This customer perceives that the vehicle failure occurred prematurely: Unknown

This customer services their vehicle as recommended by VW: Unknown

Based on the information gathered above and the knowledge you have on this customer, please answer the following questions:

1) Should this customer receive Goodwill?

2) If yes, how much goodwill?

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PETERSG	05/05/2009 01:49:47 PM	Assigned To ZIEHMEC				
	This Mechatronic unit is a Vehicle Intelligent Part (VIP). As such, Level 2 is not able to track it's progress through the parts system. These parts are made specific to the VIN and it is normal for it to take from 6-8 weeks for delivery. At this point, the customer should stay in contact with the dealership for status updates.					
ZIEHMEC	05/05/2009 02:13:14 PM	Note To CCC				
	RCM to call FOM.					
ZIEHMEC	05/05/2009 03:39:35 PM	Call To Joe				
	Please note very specific situation easier to call FOM than to e-mail template. RCM advised FOM: of the customers concerns and what the customer seeking; normally CCC and even dealer 426118 would wait until the vehicle is repaired to look into assistance, but to be proactive RCM was going to offer the vehicle payment. FOM states that he agrees with this. RCM to call customer to give him information on parts, provide offer, and to have customer mail or fax in payment stub.					
ZIEHMEC	05/05/2009 05:11:48 PM	Voice Mail To [REDACTED]				
	RCM advised customer: RCM is still looking into the parts concern and will follow up with customer by COB 5/8 about the parts; VW is able to offer 1 vehicle payment not to exceed \$480; he will need to fax or mail in payment stub; provided fax number and address; to call CCC back if he has any other questions. RCM to call Dealer 426118 5/8.					
GRIFFIS	05/06/2009 06:20:01 PM	Assigned To ZIEHMEC				
ZIEHMEC	05/08/2009 01:07:02 PM	Call To Dan		426118		
	Please note RCM requested Part Manager and was transferred to Service Manager as the Part Manager is out of the office. RCM advised Service Manager that RCM is seeking to know if the parts have been received yet. Service Manager states none yet. RCM to call customer to move the follow up date.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
FALKENA	05/08/2009 05:57:59 PM	Call To [REDACTED]				CA advises the following: calling on behalf of RCM; spoke with Dealer 426118 Service Manager about the parts and they are not in yet; will follow up with Dealer and Customer no later than COB 5/11/09. Customer states couldn't ask for anything more. RCM to follow up.
CONLINR	05/11/2009 05:06:58 PM	Call To Brian		426118		RCM advised seeking to know if parts have arrived. PM states: mechatronics are on order; ETA is several weeks at this point, as they have not yet been shipped from Germany. RCM to call Custokmer to set follow up date for next week
FALKENA	05/11/2009 06:00:43 PM	Call To [REDACTED]				CA advises the following: calling on behalf of RCM; another RCM made contact with Dealer 426118 Part Manager and the part has not shipped at this time; the ETA is another couple of weeks. Customer inquires how the lease payment credit works. CA advises for Customer to send us a copy of payment coupon as directed, but to keep making payments as regularly scheduled as Customer may not see credit until next monthly statement; we will follow up with Customer no later than COB 5/20/09 with Parts update. CO to review and close pending follow up with Dealer 426118.
ZIEHMEC	05/12/2009 08:41:55 AM	Note To CCC				RCM to closed pending follow up of 5/20.
CAMILOM	05/14/2009 04:03:13 PM	FAX From [REDACTED]				Fax in doc center.
CAMILOM	05/14/2009 04:03:41 PM	Assigned To CONLINR				
CONLINR	05/14/2009 04:14:39 PM	Assigned To ZIEHMEC				
CONLINR	05/14/2009 04:55:15 PM	Note To CCC				RCM to generate Check

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	05/14/2009 05:01:42 PM	Note To CCC				
	RCM generated the following check request: 848573639; WVWFA71F78V [REDACTED] VW to EFT fund to VCI for 1 Vehicle payment. Total = \$484.45 Wait for Check					
ZIEHMEC	05/20/2009 12:25:31 PM	Call To Brian		426118		
	RCM advised Part Manager that RCM is seeking an update. Part Manager states: the parts came in yesterday; the vehicle is repaired and picked up. RCM to call customer.					
ZIEHMEC	05/20/2009 02:14:53 PM	Call To [REDACTED]				
	RCM advised customer: that RCM spoke to dealer the vehicle is repaired and back with him; RCM is processing the check. RCM to place in inactive for check processing.					
CR_BATCH	05/21/2009 04:00:32 AM	Note To CONLINR				
	Amount for \$ 484.45 was Posted on 05/20/2009. AP reference number: 40026810					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090112927	Customer Relations	WVWBA71F98V	8,000		
CALDWEM	05/05/2009 10:39:36 AM	Call From	(dad)			Complaint 408159 Pr. Part: 3885-Mechatronics Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
Customer states seeking to file a complaint for the backorder parts status. Customer states the vehicle has been at Dealer 408154 for 10 days waiting for a part for the transmission. Customer states seeking assistance from VWoA. CO advised can understand the frustrations and concerns for his daughter vehicle, CO advised the dealer are the best resources for parts updates and status. Customer states he was advised by Dealer 408154 to contact VWoA to file the complaint. Customer states he is also seeking to add another complaint for the Roadside. Customer states the tow truck charged his spouse \$20.00 before the vehicle can be towed to Dealer 408154. Customer states he was advised by Roadside he would receive the reimbursement. Customer states he has not receive his reimbursement at this time. CO advised we will escalate to the RCM to follow up with Customer by COB WED 5/6/09. CO assigns to the RCM.						Complaint Rsn: H86 General Reimbursement
CALDWEM	05/05/2009 10:49:30 AM	Assigned To	EAR			
Customer states seeking to file a complaint for a back order part for the transmission, vehicle has been at Dealer 408154 for 10 days, towed 4/27/09 by Roadside due to a transmission concern. Customer contact by COB WED 5/6/09 at RCM contact Dealer 408154.						
BALDWIA	05/05/2009 10:52:17 AM	Assigned To	EAR			
RCM reassigned to Eastern region for handling.						
EDWARDAM	05/05/2009 11:22:35 AM	Assigned To	EDWARDAM			

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	05/05/2009 11:31:55 AM	E-Mail To Eric (SM) & Marco (PM)	408154			
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***** Email to ET@LQAUTOS.COM; MB@LQAUTOS.COM *****

ACTION REQUIRED: Back Ordered Part(s) @ 408154

Hello! The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F98V [REDACTED]

Customers Description of Part: Customer stated their vehicle has been at Dealer 408154 for 10 days waiting for a part for the transmission.

Requested Information

- 1) Part Number:
- 2) Sales Document Number:
- 3) Order Date:

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Amanda Edwards
(248) 754-3597

RCM to wait Dealer 408154 e-mail or call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	05/05/2009 01:54:08 PM	E-Mail From Eric Thompson		408154		<p>I involved Juergen the moment the part was ordered. 000-325-025-X-ZDE , back order Germany, doc # 1005626546 was ordered 4/29/09. I instructed the customer to remain in the rental until the part arrived which would be at least a week. At which point I would contact them with an estimate of repair time.</p> <p>Take Care and God Bless!</p> <p>ERIC K. THOMPSON Service Manager Life Quality Automobiles 211 63rd St. Bklyn, NY 11220 718-492-7302 Work 718-238-9757 Fax</p> <p>RCM to e-mail Dealer 408154.</p>
EDWARDAM	05/05/2009 01:55:45 PM	E-Mail To Eric Thompson		408154		<p>Hi Eric,</p> <p>Thanks for the information and I assumed Juergen would be involved. What part is this? If there is any ETA please let me know.</p> <p>Thanks for your assistance,</p> <p>Amanda</p> <p>RCM to wait further follow up from Dealer 408154 or field.</p>

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	05/05/2009 02:13:47 PM	E-Mail From Juergen Pietsch				
Amanda, This is a Mechatronic unit, there is a rather large demand for this units and they are on back order. I am working on getting an ETA. Customer will be kept in rental.						
Juergen Pietsch Fixed Operation Manager Eastern Region Area 4						
RCM to wait further follow up from field.						
EDWARDAM	05/06/2009 02:26:23 PM	Call To [REDACTED]	(father)			
RCM advised is following up on his daughter's vehicle; we are currently attempting to locate an ETA on the mechatronics unit that is needing to be replaced; we currently do not have an ETA on this as it may be coming from Germany since this is a VIN specific ordered part. Customer states this is a horrible way for a manufacturer to handle this for the company to not get the part; this is a very common concern too; then his wife was shaken literally by the VW towing person demanding she pay the \$20; he wanted to take a baseball bat to the person who touched his wife and was about to get the detectives to arrest that person too; then his daughter is driving around a rental that she hates; hasn't heard from anyone in weeks about this and he is the one calling the Dealer; nobody bothers to call him and this is getting out of control; seeking what will be done about the towing person. RCM advised will notify the Supervisor with Roadside regarding this to seek what is being done; will continue to research the parts and follow up by COB Friday, 5/8. Customer provided cell phone # [REDACTED] RCM to e-mail Roadside.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	05/06/2009 02:45:29 PM	E-Mail To Cross Country				
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The following customer has contacted Customer CARE with a roadside complaint. Please review the details below:

Customer Name: [REDACTED] (father)

Model Year/Model: 2008 Eos

VIN: WVWBA71F98V [REDACTED]

Type of complaint: Enter type: For example damage, delay, etc; Treatment complaint by tow truck driver and reimbursement demanded by tow personnel

Best Daytime # to Contact Customer(Include all #'s) Cell # [REDACTED]

Home # [REDACTED]

Anytime available to call customer

Please request a Three (3) hour window for a call back between 9:00-5:00 Eastern time: Follow up is by COB Friday 5/8/09 for RCM

Vehicle location: Dealer 408154, waiting on parts

Complaint Detail: The father explained to RCM that his wife was shaken literally by the VW towing person demanding she pay the \$20 before their vehicle could be towed to the dealership. His wife paid this \$20 and was advised by Roadside he would be receiving reimbursement, but still has not received it.

If Customer requests a receipt, please obtain current fax #, e-mail, mailing address (please verify) N/A

Date and time of incident: 4/27/2009 10 AM

What customer is seeking? Customer is seeking to ensure this complaint is forwarded to VWoA and Roadside Assistance management. Customer is also seeking the \$20 reimbursement for the towing.

Please review this case and advise us of your resolution. Please make every effort to respond within 24 business hours. Please REPLY with your response to this e-mail.

Thank you in advance for your consideration.

Amanda Edwards

RCM to wait field contact for updates on parts.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	05/07/2009 01:15:49 PM	E-Mail From Eric Thompson	408154			We just received an eta of 5/29/09 for this unit. Take Care and God Bless! ERIC K. THOMPSON RCM to follow up.
EDWARDAM	05/07/2009 01:16:27 PM	E-Mail From Juergen Pietsch				FOM e-mailed Service Manager of Dealer 408154 and copied RCM; he spoke with Relative who is willing to wait until vehicle is repaired; promised him 2 car payment plus \$20 his wife had to pay road side to pick up the vehicle; seeking Service Manager to process payments ASAP and provided authorization. RCM to follow up.
EDWARDAM	05/08/2009 03:49:24 PM	Voice Mail To [REDACTED] (dad)				RCM LVMM on phone # [REDACTED] RCM advised understands he's spoken with our VW field rep who has promised him 2 vehicle payments as well as reimbursing for the \$20 towing currently; he is assisting Dealer 408154 and us in locating an ETA on this part; we currently do not have one and working to gather this information; we will update Customer when more information becomes available. RCM to wait parts updates.
EDWARDAM	05/12/2009 10:59:43 AM	Note To CCC				FOM is out of the office until 5/14; RCM to follow up with field on parts status 5/14.
MULLINT	05/14/2009 12:16:27 PM	E-Mail To Juergen Pietsch				RCM sent email to FOM; seeking if there are any updates for the vehicle. RCM to wait FOM contact.
MULLINT	05/14/2009 05:11:39 PM	E-Mail From Juergen				Tronda, The ETA is still the end of May. I did speak with her father and I did made 2 lease payments in addition to an upgraded rental. RCM to wait parts.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	05/19/2009 09:22:40 AM	Note To CCC				ETA for parts is end of May. RCM to close case pending follow up on parts status Friday, 5/29.
EDWARDAM	05/29/2009 08:13:32 AM	E-Mail To Eric Thompson		408154		Hi Eric, Just a quick follow up on the [REDACTED] vehicle to ensure the mechatronic unit came in and I hope it's been completed. Please let me know when you have the moment today. Thank you, Amanda RCM to wait Dealer 408154 e-mail or call.
EDWARDAM	05/29/2009 09:42:50 AM	E-Mail From Juergen Pietsch				The part is in Juergen Pietsch RCM to wait Dealer 408154 e-mail.
EDWARDAM	05/29/2009 01:36:00 PM	Call To Marissa		408154		RCM advised seeking to speak with Service Manager. Service Advisor advised he is currently in a meeting; their phone systems and computer systems are being changed due to new ownership so she will take message for him. RCM to wait Dealer 408154 call.
EDWARDAM	05/29/2009 02:06:35 PM	Voice Mail From Eric Thompson		408154		Service Manager LVMM. RCM to call Dealer 408154.
EDWARDAM	05/29/2009 02:07:01 PM	Voice Mail To Eric Thompson		408154		RCM LMTRMC. RCM to wait Dealer 408154 call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	06/01/2009 08:51:10 AM	Note To CCC				Dealer 408154 has changed ownership and is now Dealer 408159.
EDWARDAM	06/01/2009 10:07:15 AM	E-Mail To Eric Thompson		408159		(RCM copied this Customer's case on another e-mail to same Dealer) RCM e-mailed Dealer 408159 seeking status on Customer's vehicle and LVMM Friday. RCM to wait Dealer 408159 e-mail or call.
EDWARDAM	06/01/2009 10:44:05 AM	E-Mail From Eric Thompson		408159		<div>██████████</div> is being worked on. Should be done by tomorrow. RCM to follow up with customer.
EDWARDAM	06/02/2009 01:10:02 PM	Voice Mail For <div>██████████</div>				(father RCM LVMM. RCM advised was following up as a courtesy; parts have arrived in which Dealer 408159 is working on completing the vehicle today; Dealer will contact Customer once vehicle is completed with the updated information; if there is any further concerns or questions they are welcome to contact CCC. No Further Action, pending Customer call back.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090113556	Customer Relations	WVWBA71F78V	12,000		
LOPEZJ	05/05/2009 05:14:52 PM Call From					Complaint 408160 Pr. Part: 3511-Mechatronic Pr. Rsn: 18Q Product Knowledge
(Reference Case Numbers 90049129 & 90076846.) Customer states: when Customer spoke with CA CASABD she recommended Customer try a different Dealer so Customer did; Customer went to Dealer 408156 and they were wonderful; Dealer 408156 diagnosis the concern immediately and although they had to order a part they still attempted to give a temporary fix for the time while waiting for the part to arrive; Customer is really bothered by Dealer 408160 because of their attitude towards Customers repairs; Customer felt Dealer 408160 never believed him when he expressed his concerns and always advised him the vehicle was working to manufacturer's specifications; Customer is interested in speaking with Dealer 408160 Service Manager now as to discuss Customer dissatisfaction; Customer feels he suffered for eight months because Dealer 408160 was unable to diagnosis the issue and then Dealer 408156 was able to diagnosis the vehicle within 30 seconds; Dealer 408156 removed and replaced the metronics unit; Customer is also dissatisfied because he feels Dealer 408160 never performed a diagnosis test on his vehicle; Customer is very happy with VW CCC and Dealer 408156. Customer seeking: to file a complaint against Dealer 408160 and to request the Service Manager to contact him regarding his concerns. CO advised: CO will forward Customer complaint for handling and request that Dealer 408160 Service Manager contacts Customer at Customer accepts. CO to assign for handling.						Complaint 408160 Part: 3511-Mechatronic Rsn: 89J Workmanship-Non-Recall Repairs
LOPEZJ	05/05/2009 05:57:41 PM Assigned To RCM					Praise 408156 Part: 3511-Mechatronic Rsn: 18Q Product Knowledge
Please review and process Customer complaint against Dealer 408160; this case does not require RCM follow-up. RCM to contact Dealer.						
EDWARDAM	05/06/2009 08:02:55 AM Assigned To EDWARDAM					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	05/06/2009 08:42:58 AM	E-Mail To John Moutopoulous	408160			
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***** Email to john@platinumvw.com *****

FYI ONLY: Service Experience @ 408160

Good Morning John: The following customer has contacted Customer CARE again to share feedback with their service experience. Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F78V [REDACTED]

Customer (concern): We have previously discussed this customer's case before regarding his shifting concerns with his DSG transmission. The customer ended up taking his vehicle to Dealer 408156 who found it was the mechatronics unit and replaced it. Customer did state he was really bothered by Dealer 408160 because of the attitude towards his repairs and just felt like Dealer 408160 never believed him when he expressed his concerns. He did state he was interested in speaking with you now to discuss his dissatisfaction as he feels he suffered for eight months due to being unable to find any concerns with the transmission. Customer did make the request for you to contact him when you were available to further discuss.

Thank you for your time,

Amanda Edwards

RCM to e-mail Dealer 408156.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	05/06/2009 08:46:49 AM	E-Mail To Robert Pfaff		408156		
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***** Email to bpfaff@sunrisevw.com; *****

ACTION REQUIRED: [REDACTED] Dealership Compliment @ 408156

The following customer has contacted Customer CARE with a compliment regarding their sales or service experience. Please review the details below:

Customer Name: [REDACTED]

VIN: WVWBA71F78V [REDACTED]

Model Year/Model: 2008 Eos

Customer compliment: Customer has been taking their vehicle to Dealer 408160 several times for a shifting concern. Customer decided to take his vehicle to another Dealership and shared their compliments towards Dealer 408156. Customer stated they were wonderful and diagnosed the concern immediately. Customer stated although they had to order a part they still attempted to give a temporary fix for the time while waiting for the part to arrive. Dealer 408156 was able to diagnosis the vehicle within 30 seconds and replaced the mechatronics unit. Customer is very happy with VW and Dealer 408156.

We wanted to take a moment to share this positive feedback with you. Have a great day!

Amanda Edwards

RCM to forward to field.

EDWARDAM	05/06/2009 08:48:44 AM	E-Mail To Juergen Pietsch				
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RCM forwarded Customer's complaints towards Dealer 408160 and compliments towards Dealer 408156 to FOM. No Further Action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 3.2L						
	090115774	Customer Relations	WVWDB71F88V	10,000		Complaint 406404
YOUNGLI	05/06/2009 04:48:47 PM	Call From				Pr. Part: 3885-Mechatronics
Customer stated, vehicle is currently at Dealer, not drivable, vehicle is waiting for some type of transmission control module box, spoke to the Dealer today and the Dealer could not advised, when or where this part will be coming in from, he has spent \$40K on the vehicle and is currently driving a base module Jetta: seeking to get solid information when and from where his part is coming in. CO advised, due to the nature of the Customer vehicle concern will need to escalate concern to RCM to research and follow up. Customer stated, he is available all day at home # . CO Advised, Customer will receive follow up before COB 6/7. Customer stated, OK. CO to assign to RCM.						Pr. Rsn: 56E Hesitation
YOUNGLI	05/06/2009 04:54:07 PM	Assigned To CCC				
Customer is seeking to find out when and from where vehicle part is coming in, Customer can be reached all day at home # RCM to email Dealer.						
PABSTM	05/06/2009 05:19:08 PM	Assigned To PABSTM				
PABSTM	05/07/2009 09:26:57 AM	Call To Ellen Becker		406404		
Service Manager advised the ETA for the mechatronic was May 20th, it's now the 29th, the customer is in a loaner, and will advised the order data via email for return call. RCM to wait contact from dealer 406404.						
PABSTM	05/07/2009 09:37:26 AM	Return Call From Ellen Becker		406404		
Service Manager advised the following: sales doc # 1005636775 part # 000325025xzdg date 5/4/09 ordered car down, probably red. Customer is working with Amanda, the service writer. RCM advised will follow up with the customer, advise that our Part Manager gets the same part information as CCC, to stay in touch with the Service Writer. RCM to call the customer.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	05/07/2009 09:47:23 AM	Voice Mail To [REDACTED]				RCM LMTRMC regarding his EOS at dealer 406404. RCM to advise that CCC is not able to answer his questions on when and where the part will be provided, we have the order information, our Part Manager is in charge of getting this part, we only have the same information the Part Manager has and to stay in contact with the service writer, Amanda. RCM to wait customer call.
AUSTINS	05/07/2009 10:51:59 AM	Call From [REDACTED]				Customer states: he wishes to speak to RCM. CA advised: will see if RCM is available. CO to transfer to RCM.
AUSTINS	05/07/2009 10:52:19 AM	Transfer To Michelle				CA transferred Customer to RCM. RCM to continue conversation with Customer.
PABSTM	05/07/2009 11:00:54 AM	Continued Comment With [REDACTED]				Customer states this is ridiculous not having his EOS and having to drive a Jetta, as his car has been at dealer 406404 since Friday, 5/1/09 and wants to know where the part is coming from? RCM advised we do not know the factory, but we also cannot make the part or get it in any faster, that the dealer has been doing all they can to get the part and repair his vehicle and will continue to do so. Customer asked if VW was going to make his \$500 car payment since he doesn't have his car? RCM advised we can look into possible compensation once the car is repaired, the shipping date was 5/20/09, it has been moved to 5/29/09, and the only thing the RCM can offer right now is to stay in the loop with the customer until the car is repaired. Customer advised he wants the RCM involved. RCM advised direct phone # to RCM, but that the RCM will call the customer as soon as there is an update. RCM to advise level 2.
PABSTM	05/07/2009 11:14:01 AM	Assigned To RC				Please track the following Mechatronic (?) sales doc # 1005636775 part # 000325025xzdg date 5/4/09 ordered car down, probably red.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PETERSG	05/07/2009 11:57:56 AM	Assigned To PABSTM				<p>This Mechatronic unit is a Vehicle Intelligent Part and as such, is made specific to the VIN. This process typically takes 6-8 weeks. If the part does not arrive within 6-8 weeks, based on the order date of 5/4/09, then please re-escalate to Level 2. RC would suggest the RCM engage the FOM in regard to the expected down time at such low age/mileage in an attempt to research other solutions.</p>
PABSTM	05/08/2009 10:26:46 AM	E-Mail To Jamie Kaliszewski				<p>RCM advsied FOM of the customers loyalty and expected down time. RCM to wait field contact.</p>
PABSTM	05/08/2009 10:44:23 AM	E-Mail From Jamie Kaliszewski				<p>Hi Michele, I have looked at the order and see that the dealer has placed this on the highest priority order he can use. A possible resolution would be a new mechatronics instead of the reman. Part number for new is 02E 325 025 AD ZDG. The mechatronic units are a VIN intelligent part and have no stock in USA. If the new part is available in AG, perhaps we can have the Parts Group cancel the order for the reman and order a new if this will expedite the delivery of the part.</p> <p>Thank you,</p> <p>Jamie Kaliszewski</p> <p>F.O.M Area 13 [REDACTED] Cell 814-355-1681 Office 814-355-4664 Fax RCM to advise dealer 406404.</p>

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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PABSTM	05/08/2009 10:45:35 AM	E-Mail To Ellen Becker		406404		
<p>Hello Ellen,</p> <p>I made Jamie aware of the part situation with [REDACTED]. He asked me to stay in the loop through repair, which I promised to do, and I will also look at vehicle payments once the car is repaired. In the meantime, below, is a suggestion for an alternative part.</p> <p>Have a great weekend, and please have Wade, Amanda or someone advise me of any new ETA's on the part.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504</p> <p>michele.pabst@vw.com RCM to wait contact from field or dealer 406404.</p>						
PABSTM	05/11/2009 11:03:52 AM	Call From Jamie Kaliszewski				
<p>FOM advised will track the part, will discuss the other part and communicate with dealer 406404. RCM to wait contact from FOM or dealer 406404.</p>						
PABSTM	05/15/2009 03:38:06 PM	Call From jamie Kaliszewski				
<p>FOM advised that he doesn't know of any new ETA other than 5/29/09, and will look into the parts system next week, 5/18/09. RCM to wait field contact.</p>						
PABSTM	05/20/2009 04:08:15 PM	Call From jamie Kaliszewski				
<p>FOM advised he has been tracking the part, it is still scheduled for 5/29/09, he and the RCM will be out of the office that day, and that the FOM and RCM agree that this should be straight forward, once the part arrives, CCC will confirm repair with dealer 406404, and the customers request for compensation assistance will be reviewed, for the customer to receive a monthly vehicle payment for their patience during the part delay, with a maximum of 2 payments, if necessary. RCM to wait field contact.</p>						

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PABSTM	05/22/2009 12:53:46 PM	E-Mail To ellen Becker		406404		
<p>Hello Ellen,</p> <p>I believe Jamie has also been tracking the part, and the ETA remains 5/29/09. However, I just wanted to touch base with you before I call the customer. I will be advising him of the continued ETA, I will be out all next week, and Monday, 6/1/09, and if the repair occurs while I am out, our associates will assist him with his compensation request.</p> <p>Thanks for any and all communication. And, have a great holiday weekend.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504 RCM to wait email from dealer 406404.</p>						
PABSTM	05/22/2009 03:19:00 PM	E-Mail From Ellen Becker		406404		
<p>Hi Michele, Have a great weekend & vacation! No change with the ETA</p> <p>Ellen Becker Service Manager H.A.Boyd Volkswagen Tel: 717-273-9385 Fax: 717-376-0301 haboydservice@dejazzd.com www.haboydvw.com RCM to call the customer.</p>						

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	05/22/2009 03:20:58 PM	Call To [REDACTED]				RCM advised we have not forgotten about him, the part is still showing an ETA of 5/29/09, the field and all at VWoA are still tracking the part, we will call him by the COB wednesday, June 3, 2009. RCM to call dealer 406404 or wait field contact.
SZYMANT	05/27/2009 03:58:09 PM	Voice Mail To Ellen		406404		RCM LVMM; advised just touching base to see if we have had any new information with regard to part. RCM to wait dealer 406404 call.
ZIEHMEC	06/01/2009 11:28:25 AM	Call To Ellen		406404		RCM advised Service Manager of the customers concerns and that RCM is seeking an update. Service Manager states: the mechatronic was pushed back again to 6/12; the FOM is on vacation, but approved a new transmission as that has a new mechatronic in it, but that is also on back order; she will get all the parts information and call RCM back, but she is not sure which part will be in first. RCM to wait dealer 406404 call.
PABSTM	06/02/2009 11:02:06 AM	Call With Jamie Kaliszewski				FOM advised the delivery date has changed many times, he advised dealer 406404 to just get a transmission, but those are also on back order, the QTM is looking into alternatives and will get back to the FOM, who will get back to the RCM. RCM to wait field contact.
PABSTM	06/02/2009 02:03:59 PM	Call From jamie Kaliszewski				FOM advised the unit will be shipped tomorrow, 6/2/09, the vehicle should be fixed by 6/3/09, the Service Manager at dealer 406404 is aware and will take care of the part being coded properly, the FOM has approved for the dealer to pay the customers state inspection and other charges that the car was initially at the dealer for, and that as discussed, the FOM will approve up to 2 payments for the customer. RCM advised due to the part being programmed, which the FOM states does not happen often, the RCM wants to stay with the case until the car is actually repaired. RCM to wait contact from the field.
PABSTM	06/03/2009 05:31:18 PM	Call To [REDACTED]				RCM advised the part has been shipped and the RCM will call the customer by the COB Friday, 6/5/09. RCM to call dealer 406404.
PABSTM	06/04/2009 12:52:42 PM	Voice Mail To Ellen		406404		RCM LMTRMC regarding programming the mechatronic. RCM to wait call from dealer 406404.

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PABSTM	06/05/2009 04:15:50 PM	E-Mail From Jamie Kaliszewski				
Michelle,						
Just spoke to Ellen. [REDACTED] car is complete, they installed the mechatronics and test drove it. She plans to contact the customer and let him know his vehicle is ready.						
For your information; I told Ellen that you will be offering some payments and I told Ellen to goodwill the charges for the services the customer came in for (PA inspection, Emission, LOF and Rotation). So Ellen will handle that portion.						
Thank you,						
Jamie Kaliszewski						
F.O.M Area 13						
[REDACTED] Cell						
814-355-1681 Office						
814-355-4664 Fax						
RCM to call the customer.						
PABSTM	06/05/2009 04:17:34 PM	Voice Mail To [REDACTED]				
RCM LMTRMC. RCM to offer 2 vehicle payments and understands the original services at dealer 406404 have also been covered. RCM to wait customer call.						
PABSTM	06/08/2009 09:38:46 AM	Call To Ellen Becker		406404		
RCM asked if the car has been retrieved from the customer. Service Manager advised dealer 406404 Arranged to drop off the car to the customers home on Saturday, 6/6/09. RCM to call the customer.						
PABSTM	06/08/2009 09:42:24 AM	Voice Mail To [REDACTED]				
RCM advised understanding the car was dropped off to him Saturday, 6/6/09 and to call the RCM . RCM to offer 2 vehicle payments for the customers concerns with mechatronic. RCM to wait customer call.						

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PABSTM	06/08/2009 09:53:34 AM	Voice Mail From ellen Becker	406404			Service Manager advised the customer just called her, the repairs are fine, but the rocker panel is dented and dealer 406404 will be taking care of it. RCM to call dealer 406404.
PABSTM	06/08/2009 10:00:10 AM	Call To Ellen Becker	406404			Service Manager advised she has an Repair Order for the customer now, she will ask the customer to fax the customers payment coupon to the RH fax #, as she has to call the customer. RCM advised Service Manager may also provide the RCM's direct line to the customer is necessary. No further action, pending customer fax.

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2008 Eos 2.0L						
	090117806	Customer Relations	WVWBA71F08V	5,000		
CLAYTOY	05/08/2009 02:32:17 PM	Call From				Complaint 408230 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
Customer states: Original owner; Customer leased from VW Credit; This customer/family has owned first vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; Transmission jerks; Customer is seeking/expecting VW to assist in tracking the part been waiting about two weeks for the transmission valve; working with service manager Tiim; this customer perceives this to be a premature failure. CO advised the customer a RCM would call the customer by the COB on 5-11-09 on cell phone number. CO to assign to RCM.						Complaint 408230 Part: 3511-Mechatronic Rsn: 97J Part Delays (No Error in Dealer Ordering)
CLAYTOY	05/08/2009 02:33:43 PM	Assigned To CCC				Complaint 408230 Rsn: 94J Dissatisfied w/Dealer Decision
Please call the customer by the COB on 5-11-09 at cell phone number. Customer is seeking VW CCC to track the part for the transmission valve. Customer states he has been waiting for about 2 weeks for the part. RCM to follow up						
CLAYTOY	05/08/2009 02:39:04 PM					
Category Selection. RCM to follow up.						
HAWLEYD	05/08/2009 03:41:45 PM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	05/08/2009 03:41:56 PM	Call From Cindy		408230		
Service manager advised that they are waiting for a mechatronics unit and it is not expected in until the end of the month. RCM to contact customer.						
HAWLEYD	05/11/2009 12:33:55 PM	Voice Mail To				
RCM LMTRMC. RCM or CA - Please advise customer that the mechatronic unit is considered a vehicle intelligent part and is built VIN specifically. Please advise customer to stay in contact with the dealer parts department as they will have the most up to date information. Please advise customer that the parts department is aware of these orders because of them being order VIN specific and we will work with the dealer and parts to obtain the component. Please advise customer that we currently do expect the part to arrive towards the end of the month. Please advise customer to stay in contact with the dealer. RCM waiting for customer call back.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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HAWLEYD	05/13/2009 02:13:18 PM	Voice Mail To	[REDACTED]			RCM LMTRMC. RCM or CA - Please advise customer that the mechatronic unit is considered a vehicle intelligent part and is built VIN specifically. Please advise customer to stay in contact with the dealer parts department as they will have the most up to date information. Please advise customer that the parts department is aware of these orders because of them being order VIN specific and we will work with the dealer and parts to obtain the component. Please advise customer that we currently do expect the part to arrive towards the end of the month. Please advise customer to stay in contact with the dealer. No further action pending customer call back.
ALEXANLA	05/13/2009 02:22:31 PM	Return Call From	[REDACTED]			Spouse states seeking to speak with RCM. CA to locate RCM.
ALEXANLA	05/13/2009 02:25:37 PM	Call To Diane				RCM not available. CA to return to Spouse.
ALEXANLA	05/13/2009 02:26:14 PM	Return To	[REDACTED]			CA advised Spouse that RCM was assisting another Customer; advised Spouse of update. Spouse seeking to know if he needs to work with the dealer for any concerns. CA advised Spouse that he will need to continue to work with dealer parts department involving parts status but if there were any other concerns that Spouse may have then he can still always call VW CCC. Spouse states that dealer has provided him with a rental but he must drive it as his daughter is only 23 years old and can't drive it; states this has been an inconvenience; states dealer advised that his daughter can drive the vehicle; states was upset that dealer would say that as it is unsafe. CA advised Spouse that his dissatisfaction will be noted; offered additional assistance. Spouse states for VW to end the lease and take the vehicle back. CA advised Spouse that VW would not be able to do so. Spouse acknowledged. RCM to review and close.
HAWLEYD	05/13/2009 03:41:53 PM	Note To CCC				RCM reviewed and closed. No further action.

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2008 Eos 2.0L						
	090125968	Customer Relations	WVWBA71F78V	5,000		
JONESTR	05/18/2009 01:40:48 PM	Call From				Complaint 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
Customer states: part was ordered 3 weeks ago and part is not available, customer states have had a concern with the vehicle jumping since 3rd month of purchase, and finally dealer 402120 advised this is normal for the vehicle with the DSG system. Customer states the vehicle started to jump so much there was a passenger that became ill in the vehicle. Customer states now that the concern has been found the vehicle is in her garage waiting on the part which she was advised would come in mid-month, customer states does not have the name of the part. CO advised customer it is best to continue working with authorized VW dealer as they have the best tracking tools and are provided with updates in regards to delayed parts. Customer seeking that CCC assist as she have informed dealer 402120 that she would contact VW as she dislikes the vehicle at this point. CO advised customer based on nature concern case will be escalated to RCM which will look into verifying ETA for part and follow-up with customer to advise of next course of action. CO to escalate case.						Complaint 402120 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
JONESTR	05/18/2009 01:54:39 PM	Assigned To	unassigned			
Customer seeking ETA in regards to delayed part. Customer states can be reached anytime at RCM to research.						
CAMPOSA	05/18/2009 02:10:39 PM	Assigned To	NARDONP			
NARDONP	05/19/2009 09:50:45 AM	Call From	Bill Barnickel	402120		
Service Manager states he wanted to follow up with RCM on this Customer; Customer has complained about the transmission since very early in ownership but it was not duplicated until recently; the part was ordered on 4/30 and they have been given an ETA of the middle of this month; Customer is losing her faith in the brand because of the delays on the part; she has her vehicle currently and it is drivable but it can be rough at times. RCM advised seeking the part and sales doc numbers for the part. Service Manager states he will email them to RCM. Wait Service Manager email.						

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NARDONP	05/20/2009 12:47:37 PM	E-Mail From Bill Barnickel		402120		
	000-325-025-X-ZDE MECHATRON IS PART # 1005629604 SALES DOC					
	Thank you, William A Barnickel					
	RCM to research.					
NARDONP	05/21/2009 04:29:20 PM	Call To [REDACTED]				
	RCM advised following up with Customer regarding the part delay; the part Customer is waiting for normally takes 4-6 weeks to arrive; the reason the part takes so long is that, when it is ordered, it is made specifically for Customer VIN; we are expecting the part to arrive at the latest within the next 2 weeks. Customer states she has been without a vehicle for this time and will absolutely have to get some transportation by next week. RCM advised can contact Dealer 402120 to set up a vehicle for Customer to drive while her vehicle is down. RCM to call Dealer 402120.					
NARDONP	05/21/2009 04:31:47 PM	Call To Bill Barnickel- SM		402120		
	RCM advised seeking to know when Customer part was ordered. Service Manager states the part was ordered on 4/30/09 and they have just been provided an updated ETA today of 5/29. RCM advised seeking to set Customer up with a rental while the vehicle is repaired. Service Manager states he should be able to get Customer into a rental and would like to have Customer contact him to set up the details. RCM to return to Customer.					
NARDONP	05/21/2009 04:33:35 PM	Return To [REDACTED]				
	RCM advised Dealer 402120 will be able to set Customer up with a rental vehicle and they have requested that Customer contact Dealer to set up the details. RCM advised there has been an updated ETA for Customer part of 5/29; will follow up with Customer by COB Friday 5/29. RCM to follow up.					
NARDONP	05/26/2009 10:49:52 AM	Call From Bill Barnickel		402120		
	Service Manager states he spoke with Customer who has opted to wait without utilizing a rental/loaner vehicle while we wait for the mechatronics unit to arrive. RCM to follow up.					

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NARDONP	05/29/2009 10:16:39 AM	Call To Bill Barnickle	402120			RCM advised seeking information on part. Service Manager states it has not arrive today and it likely will not but they still have the same ETA for 5/29. RCM to research.
NARDONP	05/29/2009 10:17:55 AM	Assigned To RC				RCM seeking to confirm if a mechatronics unit has shipped for Customer vehicle; Dealer 402120 was provided an ETA of today 5/29 but has not received the part: Part # 000-325-025-X-ZDE Sales Doc # 1005629604 RC to research.
PETERSG	05/29/2009 10:58:29 AM	Note To 000325025XZDE...(Mechatror				Part = 000-325-025-X-ZDE Sales Doc = 1005629604 Dealer = 402120 Case = 90125968
PETERSG	05/29/2009 10:59:12 AM	E-Mail To Parts Specialists				RC sent the following e-mail to Parts: "I'm showing that this mechatronics unit shipped from Germany on 5/13/09. The dealer says they still haven't received the part. Can you please provide the Fed-Ex shipping info for that order? Thank you in advance."

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NARDONP	05/29/2009 11:36:59 AM	Call From [REDACTED]				Customer states she spoke with Dealer 402120 today and was informed that the part has still not arrived; she is basically hating VW right now because she has not had the use of her vehicle for so long; she has contacted a lawyer to see what her options are for lemon law and she wanted to speak with RCM on any part updates. RCM advised did also speak with Service Manager and was informed the part has yet to arrive; since then RCM has been researching the parts status and we have been updated that the part was shipped from Germany on 5/13; we normally see a turn around on shipped parts of 7-10 days so we would have expected the part to have arrived; we are looking for a tracking number currently so we can get a specific status of the part; we are interested in offering compensation for the time Customer has been without the vehicle but will need to wait until the vehicle is repaired which we are confident will happen. Customer states she just does not feel comfortable that the vehicle will not have further issues once the repairs are completed; she will wait to hear from RCM with more information. RCM advised will follow up later today with more information. Wait parts response. 0
PETERSG	05/29/2009 04:08:25 PM	E-Mail From Parts Specialists				Parts sent the following update: "Tracking info for this part does not yet exist because this part has not yet shipped out from Germany. However, it is scheduled to ship out in the next 1-2 days as it shows processing in Germany as we speak. Your dealer should see this part in the next 5-7 days."
NARDONP	05/29/2009 04:27:35 PM	Call To John Farber		402120		RCM advised Customer is most likely seeking a replacement vehicle due to the time down waiting for a mechatronics unit; the vehicle has been down a month and is going to be down an additional week for part delays. FOM states he is not going to meet Customer request for a replacement and suggests RCM seek other avenues for compensation. RCM to call Customer.
NARDONP	05/29/2009 04:31:40 PM	Assigned To NARDONP				
NARDONP	05/29/2009 05:12:20 PM	Call To [REDACTED]				RCM advised we have received more up to date information on Customer part; the part has not shipped yet as we were originally informed; we have been told by the parts department that the part is due to ship in the next 1-2 days and 5-7 days for delivery; the earliest we should see the part is late next week; will follow up with Customer again by COB next week. RCM to follow up.

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NARDONP	06/01/2009 11:35:39 AM	Call From [REDACTED]				Customer states she thought about the situation with her vehicle and is requesting that VW assist with taking the vehicle back and refunding some money to her. RCM advised that is not a request that we would be able to meet; we feel the vehicle will be repaired and will wait until the part arrives before we would consider any form of other compensation. Customer states she needs to purchase another vehicle by Friday 6/6 so she cannot wait; she would like to contact information for VWoA so her lawyer can pursue this further. RCM provided Customer with address and fax number. RCM to email FOM.
NARDONP	06/01/2009 11:42:52 AM	E-Mail To John Farber				RCM advised Customer made a request for buy back and was declined by RCM; Customer mentioned she would pursue legal action. No further action.
NARDONP	06/02/2009 10:42:09 AM	Call From John Farber				FOM states he has contacted Customer to see what we may be able to do to resolve the situation with her vehicle; he left Customer a VMM but was not sure if it actually went through so he would like RCM to contact Customer with his contact information and have her return FOM call. RCM to call Customer.
NARDONP	06/02/2009 10:43:30 AM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised Customer concerns have been escalated to FOM and he has contacted Customer previously; he was not certain if the VMM he left for Customer had been received so FOM has asked RCM to contact Customer with his information; RCM provided Customer with FOM name and contact information and that he requests that Customer return his call. No further action.
NARDONP	06/04/2009 04:07:11 PM	Call From Bill Barnickel		402120		Service Manager states he just wanted to inform RCM that Customer vehicle was finished and ready to be picked up; he contacted Customer and left a message. No further action.
NARDONP	06/08/2009 02:06:04 PM	Call From John Farber				FOM states he has contacted Customer about her vehicle; the vehicle is repaired but she has a loaner from Dealer 402120 that she is not willing to return until she is satisfied with what VW is going to offer; FOM will be able to get Customer a 5 year 100K Real Driver Platinum service contract; Customer does not seem to trust that FOM is going to come through on this offer so he would like to have RCM contact Customer and put that offer in writing if need be. RCM advised will contact Customer to discuss. RCM to call Customer.

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NARDONP	06/08/2009 05:27:42 PM	Voice Mail To				RCM LVMM. RCM advised was contacted by FOM who informed that Customer was seeking our offer for a service contract to be provided in writing; RCM will be able to get our offer sent to Customer in writing that describes the offer of 5 year 100,000 mile Platinum Real Driver contract; can send a physical copy to Customer address and will email a copy to Customer as well; should be able to have the email sent tomorrow and the physical copy will take about 7-10 days. RCM to forward to Team 5.
ROGERSD	06/09/2009 03:49:18 PM	Mail To				Offer letter and e-mail generated and sent to CUST. RCM to review.
NARDONP	06/09/2009 03:50:07 PM	Note To CCC				RCM reviewed and closed. No further action.

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2008 Eos 2.0L						
	090129166	Customer Relations	WVWBA71F38V	11,000		
CLAYTOY	05/21/2009 09:58:39 AM Call From					Complaint 406524 Pr. Part: 1009-Cylinder block Pr. Rsn: E08 Stumbles/hesitates/dies in steady hwy driving
Customer states: Original owner; Customer leased from VW Credit; This customer/family has owned 4 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues with hesitation; No additional warranty/Service contract; current symptoms are vehicle jumps or hesitates when driving or at stop, water leak near driver's window, engine light is on and tire pressure light keeps coming on in the vehicle and dealer 406524 keeps turning off the light; Customer is seeking/expecting some kind of compensation numerous repairs; working with Service Manager who advised the customer to call VW CCC; this customer perceives this to be a premature failure. Customer states she was told dealer 406524 was suppose to call VW CCC and when the customer call she was suppose to have a file number. CO advised no one called. Customer states she wants to document a complaint against dealer 406524 not calling VW CCC. CO advised the customer a RCM would call the customer by the COB on 5-22-09. CO to assign to RCM.						Complaint 406524 Rsn: 54Q Extensive Repair History
CLAYTOY	05/21/2009 10:13:25 AM Assigned To CCC					Complaint 406524 Rsn: 85J Treatment by Personnel
Please call the customer by COB on 5-22-09 on business phone number. Customer is seeking some kind of compensation due to the numerous repairs she had on the vehicle. Customer vehicle is currently hesitates and is at dealer 406524. Customer was also upset because the dealer 406524 was suppose to call and set up a case and they never called VW CCC. RCM to follow up.						Complaint 406524 Part: 6475-Side window Rsn: X13 Water leaks driver side front of vehicle
PABSTM	05/21/2009 10:17:23 AM Assigned To PABSTM					Complaint 406524 Part: 3885-Mechatronics Rsn: H25 (MIL) Check Engine Light
PABSTM	05/21/2009 11:35:05 AM Call To leon Newman 406524					Complaint 406524 Part: 4405-Wheel Rsn: H97 Tire Pressure Monitor
RCM advised of the following customers concerns, being told to call CCC, and then not being given a file #, MIL, hesitation, tire pressure light, and window water leak, Service Manager advised the Service Advisor is out today, 5/21/09, dealer 406524 cleaned out the drains to her sunroof, have provided a couple of complimentary oil changes, the car is down, there are several parts on order, she's in a rental, they are waiting on a mechatronic, the order was written up on 5/19/09, as the car came in 5/18/09, the vehicle jumping was expressed by the customer, earlier in ownership. RCM advised will call the customer, who has not mentioned the part delay, and advise the customer to stay in touch with the dealer, and advised the Service Manager that the Dealer can offer the customer goodwill in a car payment if the customer expresses further concerns, especially once the mechatronic arrives. RCM to call the FOM.						

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PABSTM	05/21/2009 03:03:14 PM	Call To Jim Weiler		406524		Complaint 406524 Rsn: 69C Dealer Referred Customer to CARE
RCM advised the FOM of the customers concerns with the vehicle, that customer was upset with being referred to CCC by dealer 406524 when advised of getting a file #, that the customer was probably confused from the information, but that the mechatronic is on order, even though the customer has not mentioned it, and that the RCM has advised the Service Manager that if the customer ends up being upset because of the part delay, that the Service Manager can provide a vehicle payment to the customer, and knowing that the dealer is kept on a short leash, the RCM wanted the FOM to be aware of the conversation between the RCM and the Service Manager. FOM asked the RCM to email him on this. RCM advised will call the customer and then email the FOM, so as to include any other information. RCM to call the customer.						
PABSTM	05/21/2009 03:12:58 PM	Call To [REDACTED]		406524		
RCM advised having discussed the conversation with the management of dealer 406524 regarding the confusion in calling CCC and having a file set up. Customer states her main concern is that she has had 4 VW's, each one a Jetta's, she's referred people to VW, she stepped up (up graded) to her first EOS, she has had more concerns for the same thing over and over and over with the EOS, it rains inside the car, her husband wants her to take the car back, she has explained they bought the car and must keep it, she leases every three years, lives far from the dealer, she is in a rental Jetta, but she is driving down the shore for the week, wanted to go with her new convertible with the top down, this is a huge disappointment, and doesn't know what we can do for her. RCM advised understanding that there are parts on order, do not know the ETA for the parts, or if the car is drivable, the Service Manager is aware of the concerns, and the customer should ask the Service Manager if the car can be driven while waiting for parts, the Service Manager will be honest with her and tell her no, if it's not safe, and she will be able to make a decision, and continue to work with the Service Manager. Customer states she will have her husband call the Service Manager. RCM to call dealer 406524.						
PABSTM	05/21/2009 03:30:34 PM	Voice Mail To Leon Newman		406524		
RCM advised the customer is driving to the shore this week, 5/22.09, wants her convertible, wants to know if she can drive the car while waiting for parts, the RCM has advised the customer to call the Service Manager, the customer states her husband will call the Service Manager, and the RCM will leave this customer in the care of the dealer, but to call the RCM with any concerns. RCM to email the FOM.						
PABSTM	05/21/2009 03:44:49 PM	E-Mail To Jim Weiler				
RCM advised the FOM of the customers concerns, reiterated our conversation of goodwill suggestion to the customer if warranted and that the customer will be calling the dealer to ask if the EOS is drivable while waiting for the parts. No further action, pending contact from the FOM, customer or dealer 406524.						

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2008 Eos 2.0L [REDACTED]	090129917	Mediation/Arbitration	WVWFA71F88V [REDACTED]	13,310		
MORRISC	05/22/2009 10:30:11 AM	Attached Mail From Kimmel & Silverr Received prelim paperwork from atty. Atty did not provide the ROs or financial information.				Complaint 408213 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
MORRISC	05/22/2009 10:37:11 AM	E-Mail To Bill Troise cc:Rick Barke 408213 Hi Bill, We received the preliminary paperwork from the attorney. What do you know about this vehicle? WVWFA71F88V [REDACTED] Thank you!				
MORRISC	05/22/2009 10:38:41 AM	FAX To Jacqueline Herritt Faxed and e-mailed request for ROs and financial info.				
LINDSAB	05/27/2009 03:50:49 PM	Attached Mail From Kimmell & Silverr Ro's and financial contract for review.				
MORRISC	06/12/2009 07:32:14 AM	Note To Med/Arb Based on the ROs provided, the vehicle has returned to the dealer for concerns with brake noise (1x, no repair) and vehicle lurching when accelerating from a stop and veh feels like it wants to stall, accelerates by itself, and strong accel (4x, 1st and 2nd time operates as designed, 3rd time test drove with FOM and FOM advised to order mechatronics unit, 4th time part ordered and cust will bring vehicle back in when part arrives).				

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MORRISC	06/12/2009 07:44:09 AM	E-Mail To Rick Barke cc:Bill Troise				
Hi Rick,						
Dr [REDACTED] has retained an attorney due to concerns with the transmission. The first two ROs were the vehicle is operating as designed. The 3rd RO (4/29/09) you test drove with the customer and advised the dealer to order a mechatronics unit. The 4th RO the part was ordered and the vehicle will return when the part arrives.						
Were you able to confirm his concerns with the transmission or was this a goodwill gesture? Do you know anything else about this vehicle?						
WVWFA71F88V [REDACTED]						
Thank you!						
MORRISC	06/12/2009 10:44:40 AM	Call From Rick Barke				
FOM stated he confirmed veh needs a mechatronics during the test drive. FOM stated he will get a current status and call me back.						
MORRISC	06/23/2009 03:17:04 PM	E-Mail To Bill Troise cc:Barke		408213		
Hi Bill,						
Has the mechatronics been replaced yet? What are the total days out of service?						
Thank you, Cheri						
MORRISC	06/26/2009 09:55:22 AM	E-Mail From Bill Troise		408213		
Part arrived Fri. 06/19/09. We will let you know when the car is completed. She is driving the car till the parts come in Bill						

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MORRISC	06/26/2009 09:56:53 AM	E-Mail To Bill Troise		408213		
Hi Bill,						
Has she made an appointment to repair the vehicle? Also, what are the total days out of service so far for warranty repairs?						
Thanks!						
Cheri						
MORRISC	06/26/2009 11:08:50 AM	E-Mail From Bill Troise		408213		
CAR WILL BE HERE MONDAY						
MORRISC	07/02/2009 01:59:04 PM	E-Mail From Bill Troise		408213		
Aueron 8v049609, ro# 113744. car completed 06/30/09						
MORRISC	07/02/2009 01:59:43 PM	E-Mail To Bill Troise		408213		
Thanks. What are the total days out of service for warranty repairs?						
MORRISC	07/17/2009 01:19:38 PM	E-Mail From Bill Troise		408213		
TOTAL DAYS DOWN LOOKS LIKE SIX						
MORRISC	07/17/2009 01:22:43 PM	E-Mail To Jackie Herritt				
We are offering \$2,500, inclusive. Please let me know by 7/24/09. Thank you.						
MORRISC	08/04/2009 01:45:24 PM	E-Mail From Jackie Herritt				
Cheri was this your final offer in this one?						
MORRISC	08/04/2009 01:45:53 PM	E-Mail To Jackie Herritt				
What is she looking for? According to the dealer the vehicle has been repaired and total days out of service are 6. Thanks.						

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MORRISC	08/04/2009 02:00:52 PM	E-Mail From Jackie Herritt				She is still having transmission problems- I think we will just have to file this one
MORRISC	08/04/2009 02:01:19 PM	E-Mail To Jackie Herritt				Will she bring the vehicle back to the dealer to confirm she is still having a current concern?

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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MORRISC	08/04/2009 02:57:13 PM	E-Mail From Jackie Herritt				
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Here is the e-mail my client sent the dealer - I will see if she will take it back - let me know when you want her to do this?

Jacqueline C. Herritt, Esquire

Kimmel & Silverman, P.C.

Representing REAL people with REAL problems since 1991©.

Pennsylvania New Jersey

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F:1-215-540-8817 F:1-856-216-7344

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From: [REDACTED]

Sent: Friday, July 31, 2009 10:42 PM

To: Richard.Barke@vw.com

Cc: [REDACTED]

Subject: 2008 EOS - WVWFA71F88V [REDACTED]

Importance: High

Dear Mr. Barke:

As you know, I have been complaining about the transmission performance of my 2008 EOS since December, 2008. After multiple visits, you finally acknowledged a problem with the Mechatronics unit. It was replaced on 6/30/09.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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Since the replacement, the auto has began to develop the same problems, yet again. This includes the lurching forward, banging into gear, jerking forward from a standing start. This seems to be even worse on a hill, going up as well as going down.

MORRISC 08/04/2009 02:58:14 PM Continued Comment From Atty e-mail

I brought the car in on 7/21/09 for this same problem. I told Douglas motors (Rick, and the service manager, Bill) that the problem was recurring, usually after driving on a highway for at least 30 minutes, and then slowing to congested traffic.


I note that the car was test driven for a total of 11 miles on 7/21/09. We dropped the car off with 11864 miles, and it was picked up at 11875. This would have included your drive with Bill as well as the mechanic's evaluation and test drive. Your notes indicate no remarkable and/or out of line conditions noted. Yet, I find it difficult to believe that you comprehensively test drove this vehicle in the conditions I complained about, and that have led to the malfunction of the transmission.

Furthermore, we took the EOS for a weekend trip on 7/24-7/26. I found the transmission performance deteriorating throughout the trip, the lurching and banging has progressed, and rapid rolling back from a start, indicating the problem is advancing. Over this last week, I note a definitive decrement in the performance of the transmission, causing the vehicle to not be safe at a standstill. After driving for 30+ minutes, the car jumps forward and bangs into first gear with application of the gas. This nearly caused an accident today.

As I stated to Douglas, the EOS originally developed this problem over a period of a few thousand miles. With the replacement of the Mechatronics unit, I note progression of this same problem. Clearly the problem has not been fixed, although a part has been replaced.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	08/04/2009 02:59:13 PM	Continued Comment From Atty e-mail				
<p>I've learned there is an ongoing problem with the Mechatronics unit and transmission which has required VW to individually address each auto as they encounter it. It is unacceptable that I am told my EOS is ¿functioning as intended¿, when it is clearly ¿banging into gear¿. At this time, my EOS is not working properly. Given the transmission's behavior, I am concerned as to my family's and my personal safety while driving this vehicle.</p> <p>Kindly advise me if I should bring the vehicle back to Douglas Motors.</p> <p></p>						
MORRISC	08/04/2009 02:59:59 PM	E-Mail To Tom Kerr & Karen RIVEROS				
<p>Hi Tom & Karen,</p> <p>Would either of you be able to inspect this vehicle at Douglas Motors while Rick is on vacation?</p> <p>Thanks! Cheri</p>						
MORRISC	08/06/2009 03:15:41 PM	E-Mail From Tom Kerr cc:Karen River				
<p>Hello Cheri and Karen,</p> <p>I am available to inspect this car on Friday, August 7th. Please confirm the vehicle will be at the dealer for my inspection.</p> <p>Regards,</p> <p>Thomas Kerr</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	08/06/2009 03:16:08 PM	E-Mail To Kerr cc:Riveros				
Hi Tom,						
Sorry for the late response. I was not here yesterday. I'm checking and will let you know by 4pm today.						
Thanks, Cheri						
MORRISC	08/06/2009 03:16:56 PM	E-Mail To Jackie Herritt				
Any chance she can bring the vehicle to Douglas Motors tomorrow? Otherwise, it will have to be some time after 8/12. Sorry for the short notice. Our rep is on vacation and I was able to get someone else to go. I'm leaving at 4. Please let me know by then.						
MORRISC	08/06/2009 04:05:20 PM	Voice Mail To Tom Kerr				
LMTRMC. Advised I have not heard from the atty and no appt has been scheduled yet.						
MORRISC	08/06/2009 04:07:08 PM	E-Mail To Jackie Herritt				
I'm leaving for the day. I'll try and get another day and time for you.						
MORRISC	08/13/2009 03:53:44 PM	E-Mail From Bill Troise		408213		
Hi Cheri - the car is back at the dealer and they are ordering parts for the transmission - can you please let me know if you can offer a repurchase if not I will need to get this one filed? Let me know - thanks						
MORRISC	08/13/2009 03:58:15 PM	Call To Bill Triose		408213		
SM stated veh is back. SM stated they have ordered parts for the trans. SM stated cust has been patient.						
MORRISC	08/13/2009 03:59:48 PM	E-Mail To Jacqueline Herritt				
Will they consider a replacement?						
MORRISC	08/18/2009 08:58:53 AM	E-Mail From Jackie Herritt				
Hi Cheri- they would consider a replacement but would like to go into an Audi - let me know what we can do. Thanks						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	08/18/2009 08:59:39 AM	E-Mail To Jackie Herritt				We can explore that option. The MSRP of the Audi will need to be similar to the MSRP of the Eos. They will be responsible for the difference in price between both vehicles if they go into something more expensive. Let me know. Thanks.
MORRISC	08/21/2009 09:38:17 AM	E-Mail From Jackie Herritt				okay thanks I will - how about any usuage charge?
MORRISC	08/21/2009 09:39:53 AM	E-Mail To Jackie Herritt				The usage for a replacement is \$1,850.00.
MORRISC	09/04/2009 11:24:57 AM	Attached Mail From Kimmel & Silvern				Received RO 115840. RO states trans intermittently jumps and hesitates. RO states dlr replaced the dual clutch for DSG trans.
MORRISC	09/04/2009 11:47:10 AM	E-Mail From Jackie Herritt				Cheri - will you just offer a repurchase in this one? Jacqueline C. Herritt
MORRISC	09/04/2009 11:48:29 AM	E-Mail To Jacqueline Herritt				Jacqueline- We are not making any repurchase offers at this time. Please have your client consider a cash settlement or a replacement. Thank you, Cheri
MORRISC	09/10/2009 12:28:25 PM	E-Mail From Jackie Herritt				Good morning Cheri - my clients have instructed me to file suit. Thanks.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	09/10/2009 12:53:11 PM	Call To Rick Barke				FOM stated he will be at 408213 today. FOM stated he will review with the SM and call me back. **Mechatronic replaced in 7/09 and trans and clutch replaced in 8/09. Total days out of service are approx 20.
MORRISC	09/10/2009 03:49:31 PM	Call To Rick Barke				FOM advised he reviewed the history and suggests offering repl w/o usage.
MORRISC	09/10/2009 03:51:16 PM	E-Mail To Jackie Herritt				Will they consider a replacement w/o a usage charge? If they are not interested in another Eos we can review for a replacement into another Volkswagen or an Audi. They will, however, have to pay for any additional price between both vehicles.
MORRISC	09/10/2009 03:55:08 PM	E-Mail From Jackie Herritt				They don't want to pay the MSRP difference either - I explained to them that is how the deal works but they are not having it
MORRISC	09/10/2009 03:58:37 PM	E-Mail To Jackie Herritt				What are they interested in and we can go from there?
MORRISC	09/18/2009 08:29:05 AM	E-Mail From Jackie Herritt				they found a car they want it is a 2009 Audi A4 Cabriolet - vin WAUDF48H49K [REDACTED] - if this doesn't work I have another option for you
MORRISC	09/18/2009 08:29:18 AM	E-Mail To Jackie Herritt				I'll see if it is available.

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09/23/2009

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CASE NUMBERS SOURCE: All

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MORRISC	09/18/2009 08:29:31 AM	E-Mail To Eric Schiffman cc:Dave Per: 408B12				
Hi Eric,						
I have a VW customer that I am negotiating a replacement with through their attorney. They are interested in getting into an Audi and are requesting WAUDF48H49K[REDACTED]. Is this vehicle available to use as a replacement? We would credit your inventory and make arrangements to move the vehicle.						
Thank you! Cheri						
MORRISC	09/18/2009 08:31:28 AM	E-Mail From Jackie Herritt				
thx - if so please let me know what their contribution would be - thanks						
MORRISC	09/18/2009 01:35:43 PM	E-Mail From Eric Schiffmann cc:Thom 408B12				
Cheri						
I have no problem helping you out with this car and customer.						
If I'm correct, it's for [REDACTED] (cannot check spelling right now). We have been hooding this vehicle for him. He is already our service customer (2008 s4) and his partner in his medical practice is my cardiologist as well as a long time Paul Miller customer.						
Our goal here is to report the vehicle as a retail unit for us and retain our relationship with the Dr.						
If we can get the retail reporting for this then a replacement vehicle would not be a requirement, but a nice benefit to have as a bonus.						
Please let me know how you want to proceed.						
Thanks Eric Schiffman						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	09/18/2009 01:37:37 PM	E-Mail From Schiffman cc:Rockey	408B12			
Hi Eric,						
Yes, it is for [REDACTED] If we use this vehicle as a replacement then you would not be able to report the sale. We can, however, try and trade him out of the Eos and into this vehicle. That being said, you would take the Eos in on a trade and sell him the A4 at invoice. I have a friends and family certificate if that helps. We would then contribute financially to this transaction. Let me know what you would need to do this and we'll see if we can make it happen.						
Thanks, Cheri						
MORRISC	09/22/2009 09:31:22 AM	E-Mail From Jackie Herritt				
Good morning Cheri - any word? These clients want me to file suit - please advise today - thanks						
MORRISC	09/22/2009 09:31:32 AM	E-Mail To Jackie Herritt				
The dealer knows him pretty well and wants to maintain a relationship with them. They were going to see if they could trade [REDACTED] into the A4 with a contribution from us. Would your client be open to that possibility?						
MORRISC	09/22/2009 09:31:44 AM	E-Mail From Jackie Herritt				
I am sure they would as long as it doesn't cost them a whole lot - is the dealer going to call them or should I have my clients call the dealer?						
MORRISC	09/22/2009 09:32:56 AM	Voice Mail To Eric Schiffman	408B12			
LMTRMC. Advised of e-mail from the atty.						
MORRISC	09/22/2009 09:33:42 AM	E-Mail To Jackie Herritt				
I spoke with Eric Schiffman at Paul Miller. They can try calling him if they want. I just left Eric a message.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	09/22/2009 11:02:13 AM	Call From Eric Schiffman	408B12			Dlr stated they are giving the cust \$23,500 on the trade. Dlr stated MSRP difference between both veh is \$10,376. Dlr stated there is \$5k marketing and \$2k in owner loyalty that will be applied. Dlr stated amount need to complete the trade is \$13,251 plus title and tax. Agreed to \$3k in trade assistance (cust is responsible for the difference in price between both veh). Dlr stated he would call cust and call me back. Advised I would need to send a release prior to completing the trade.
MORRISC	09/22/2009 11:06:07 AM	E-Mail To Jackie Herritt				I just spoke with Eric and he is calling them right now.
MORRISC	09/22/2009 11:33:59 AM	Call From Eric Schiffman	408B12			Dlr stated he spoke with the cust and the cust only want to pay \$2k for the veh. Advised there is a \$10k difference. Dlr stated he may get \$5k from the cust. Dlr stated cust figures it will cost AoA more to defend should he file. Advised I would contact the atty.
MORRISC	09/22/2009 11:35:32 AM	E-Mail To Jackie Herritt				Our current offer is \$3,000 towards the purchase/lease of the A4 cab that he has already identified at Paul Miller Audi plus \$1,500 in fees. MSRP of the A4 cab \$46,525.00 MSRP of the Eos \$35,149 Difference \$10,376 \$23,500 trade in value of the Eos. The dealer said they need \$13,251 plus tax to complete the trade. We agreed to \$3k. As and FYI there is also \$7,000 additional that Audi is giving him in owner loyalty and marketing (so he's actually getting \$10k off the vehicle). Basically what we are asking him to pay is \$10,251 for the actual MSRP difference in price between both vehicles plus tax. Let me know. Thanks, Cheri

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MORRISC	09/22/2009 02:20:34 PM	E-Mail From Jackie Herritt				I don't think they will agree to that - that is what I had explained to them before what the deal would be and they didn't want to pay the MSRP difference -
MORRISC	09/22/2009 02:21:09 PM	E-Mail To Jackie Herritt				What do they want to pay? This is a very good offer.
MORRISC	09/22/2009 02:58:31 PM	E-Mail From Jackie Herritt				Okay I just spoke to them - they will contribute a total of \$5,000.00 toward the deal - that is their bottom line or they want me to file suit and push for a refund - please let me know - thanks

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090129932	Customer Relations	WVWBA71F48V		10,308	
HOFFMAB	05/22/2009 10:45:23 AM	Call From				Complaint 408154
Customer states just purchased, loves vehicle for his family, 1st VW, vehicle was at dealer 408154 for month, from 4/3/09 to 5/4/09, due to bucking and feeling at rough idle that it would stall, considered this could have been dangerous, wife drives vehicle, is pregnant, was in rental for this time, but is seeking a vehicle payment \$418.90 due to fact he did not have his vehicle for a month, had to wait for part, and from what he understands a defective part was shipped from Germany and had to be re-ordered. Customer states the part involved was a transmission mechanical chip. CO advised she will escalate this request to a Regional Case Manager for review and he can expect return call with outcome most likely latest would be Wednesday, the 27th or possibly Thursday, 28th by COB. Customer requested to be called on cell CO to assign to RCM (Eastern)						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 50E
						Shuddering/Shaking
HOFFMAB	05/22/2009 11:17:35 AM	Assigned To Associate - Eastern Region				Complaint 408154
Customer seeking vehicle payment as vehicle was at dealer 408154 from 4-3 to 5-4, was in rental. Customer can be reached on cell RCM to contact dealer 408154.						Part: 3885-Mechatronics
						Rsn: 95J Length of time for repairs
EDWARDAM	05/22/2009 01:14:39 PM	Assigned To EDWARDAM				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	05/22/2009 01:41:22 PM	E-Mail To Eric Thompson		408154		
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***** Email to ET@LQAUTOS.COM *****

ACTION REQUIRED: Goodwill Request

Hi Eric: The following customer has contacted Customer CARE seeking goodwill. I wanted to share with you as much as I know about the customer and obtain your feedback regarding their request for goodwill.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F48V [REDACTED]

Mileage: 10,308 miles

The customer is seeking the following: vehicle payment as vehicle was at dealer 408154 from 4-3 to 5-4

Additional Information

Ownership: 1st vw

This customer generally goes to a VW dealership for repair and maintenance work: yes

This customer experienced multiple vehicle issues during ownership: yes

This customer perceives that the vehicle failure occurred prematurely: yes

This customer services their vehicle as recommended by VW: yes

Based on the information gathered above and the knowledge you have on this customer, please answer the following questions:

- 1) Should this customer receive Goodwill?
- 2) If yes, how much goodwill?
- 3) If yes, would you like to make the offer?
- 4) If no, please provide an explanation so that we may update our case notes.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Amanda Edwards

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
RCM to wait Dealer 408154 e-mail or call.						
EDWARDAM	05/26/2009 08:52:40 AM	Note To CCC				
Please note previous activity should have been E-mail to Dealer Service Manager and the system logged it E-mail to Dealership Personal. RCM to call Dealer 408154.						
EDWARDAM	05/26/2009 09:20:25 AM	E-Mail From Eric Thompson	408154			
Amanda,						
1) Should this customer receive Goodwill? I believe so. The mechatronics was on backorder for almost a month.						
2) If yes, how much goodwill? One month lease payment seems appropriate considering time down.						
3) If yes, would you like to make the offer? I'll offer it to the customer. I would just need Juergens' auth# to process the claim.						
Hope this helps. Let me know how we're going to move forward.						
Take Care and God Bless!						
ERIC K. THOMPSON						
Service Manager						
Life Quality Automobiles						
211 63rd St.						
Bklyn, NY 11220						
718-492-7302 Work						
718-238-9757 Fax						
RCM to forward to field.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	05/26/2009 09:21:06 AM	E-Mail To Eric (SM) & Juergen (FOM)	408154			
<p>Hi Eric & Juergen,</p> <p>Thank you for the reply. I have forwarded this also to Juergen to seek how he would like to move forward in providing auth # to process this.</p> <p>As Eric stated below Juergen, the vehicle was down due to mechatronics unit on order. The customer is requesting a vehicle payment due to the downtime which I believe it a reasonable request. I will refer the customer to speak with the Service Manager and to allow Eric the time to reach out to him to offer the compensation as well. Would you agree?</p> <p>Thanks for your help,</p> <p>Amanda</p> <p>RCM to wait response.</p>						
EDWARDAM	05/26/2009 09:25:08 AM	E-Mail From Juergen Pietsch				
<p>FOM responded to e-mail agreeing to process the one lease payment and provided auth #. RCM to follow up with Customer tomorrow to allow Dealer to provide offer.</p>						
EDWARDAM	05/27/2009 08:59:36 AM	Call From Eric Thompson	408154			
<p>Service Manager advised has been trying to reach the Customer and has not been able to; seeking phone #'s RCM has on file for him. RCM advised Customer provided cell # and requested we reach him on this. Service Manager advised will attempt to reach him again; all he needs is a copy of the paystub as well and he can process this for him. RCM advised will try him today too. RCM to call Customer.</p>						
EDWARDAM	05/27/2009 10:57:45 AM	Voice Mail To [REDACTED]				
<p>RCM LVMM. RCM advised was following up on his case that was forwarded by CA; seeking to ensure Dealer 408154 Service Manager was able to reach him as RCM did provide his cell phone # to him; would refer Customer to reach out to the Service Manager as he is able to assist with him his request for a vehicle payment due to the downtime for repairs; if there is any further questions or concerns he is welcome to contact CCC for assistance. No Further Action, pending Customer call.</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090133512	Customer Relations	WVWBA71F28V	8,000		
DUBROCN	05/27/2009 12:37:12 PM	Call From				Complaint 408080 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
Customer states: 1 VW vehicle; has been having concerns with the vehicle over the last week; concern is the vehicle when trying to accelerate hesitates; took vehicle to Dealer 408335; Dealer 408335 stated they could not duplicate concern; asked the Dealer 408335 if they drove the vehicle; vehicle always does this in stop and go traffic; once vehicle is warmed up and steady highway driving does not do this concern; took vehicle to Dealer 408080; spoke with Jim Zehman in service; he was fantastic; had her bring the vehicle in on Saturday; had a technician drive the vehicle with her to experience the concern; the concern was duplicated; Dealer 408080 diagnosed the vehicle as needing a solenoid replaced; they ordered that part which could take 2-3 weeks to arrive; wanted to get a loaner vehicle; Dealer 408080 stated because she did not buy the vehicle from them they could not provide a loaner vehicle; very afraid to drive the vehicle in this condition; Dealer 408080 advised for her to drive it and see how it is; she drives the vehicle into New York City which is a lot of stop and go traffic; which is when the concerns happens the most; does not feel safe driving the vehicle. Customer seeking: to file compliment to Dealer 408080; file complaint to Dealer 408335; to get a vehicle to drive until the repairs can be performed. CO advised: will forward the complaint and compliment to the Dealers; cannot guarantee that VW will meet her request; due to the nature of the call a RCM will research and follow up with Customer by the COB on 5/28 prefers a call before 12:00pm. CO to assign.						Inquiry 408080 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
GRIFFIS	05/27/2009 12:54:24 PM	Call From				Complaint 408335 Rsn: 85J Treatment by Personnel
Customer completed the survey manually. Customer stated we go it right in having Nicole to be a CCC advocate; feels customer service is made better by people like Nicole as she listened intently, was very courteous, kind and was absolutely helpful! Customer was happy to have the opportunity to speak with Nicole as she feels confident Nicole will act as an advocate for her. Customer rated DUBROCN on the customer survey questions as follows: 4,5,5,5,4,5. RCM to follow up.						Praise 408080 Rsn: 85J Treatment by Personnel
DUBROCN	05/27/2009 01:22:58 PM	Assigned To ccc				
Customer seeking: to file complaint against Dealer 408335; file compliment to Dealer 408080; would like a vehicle to drive until repairs can be completed on her vehicle. CO advised: will forward the complaint and the compliment to the Dealers; cannot guarantee that VW will meet her request; due to the nature of the call a RCM will research and follow up with Customer by the COB on 5/28 prefers before 12:00pm. RCM to research.						
MULLINT	05/27/2009 01:54:58 PM	Assigned To MULLINT				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	05/27/2009 02:49:20 PM	Call To Mike Mahoney	408080			RCM advised of customer compliment for Service Advisor; advised seeking to know what needs to be replaced on the vehicle. Service Manager advised the mechatronic unit needs to be replaced. RCM advised seeking to know why the customer has the vehicle; this is a transmission concern. Service Manager advised techline told them not to put the customer into a rental vehicle; the vehicle is still drivable, it is just sluggish. RCM advised would research and call Service Manager back. RCM to research.
MULLINT	05/27/2009 02:56:12 PM	Face-To-Face With Greg Peters				RCM advised of customer concerns; advised dealer is stating that tech line advised them not to provide the customer with a rental vehicle; advised the vehicle is sluggish and has hesitation; advised the mechatronic needs to be replaced; advised the dealer is stating that the vehicle is drivable; seeking to know if tech line can actually tell the dealer not to put the customer in a rental vehicle. RC advised this is not for tech line to determine; advised he would recommend contacting the FOM; at this point the FOM would have the ultimate say as to whether to provide a rental vehicle to the customer. RCM to contact FOM.
MULLINT	05/27/2009 03:01:17 PM	Call To Richard Soucek				RCM advised calling in regards to customer vehicle concerns; advised the vehicle is sluggish and hesitating; advised the customer is still in the vehicle and the vehicle is needing a mechatronic replaced; advised this is a VIN specific part; the part will take 6-8 weeks to come in; seeking to know if he is comfortable with the customer keeping the vehicle in the condition that it is. FOM advised he is not comfortable with the customer driving the vehicle; this is a safety concern and he would hate for something to happen while we are waiting on parts; putting the vehicle in the shop does put the vehicle down and he is worried about the customer going lemon. RCM advised would like to offer a vehicle payment up front; making the customer understand that this is a part that does take time to come in, 6-8 weeks. FOM advised he is fine with this. RCM to call Service Manager.
MULLINT	05/27/2009 04:00:15 PM	Call To Mike Mahoney	408080			RCM advised spoke with FOM; advised FOM is not comfortable with the customer being in the vehicle with this being a possible safety concern; advised would like to put customer in a loaner if possible. Service Manager advised he does not have any loaner vehicles; he will have to put her in a rental. RCM advised seeking to know if customer is aware of the time that the vehicle will be down. Service Manager advised he thinks that she is. RCM advised the customer stated to CARE that the vehicle will be down 2-3 weeks. Service Manager advised that not correct; he will make sure she knows. RCM advised would like to also offer a vehicle payment right now; let her know that we understand that the vehicle is going to be down for sometime; we would like to offer this to her to show our good faith to her. Service Manager advised he will let her know; he will call RCM back and let RCM know how conversation goes. RCM to wait Service Manager call.

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MULLINT	05/28/2009 02:33:17 PM	Call To Mike Mahoney		408060		
RCM advised seeking update for customer. Service Manager advised they did call the customer; she is still making a decision on what she wants to do; advised she is going out of state or out of the country; he is not sure; she was made aware of everything; they are going to give her a call again. RCM advised will call customer and refer her to speak with them. RCM to call customer.						
MULLINT	05/28/2009 02:42:04 PM	Voice Mail To [REDACTED]				
RCM LVMM: advised calling with update; advised SW DLR they advised that they have offered a rental vehicle to her; advised at this time we would recommend her staying in contact with dealer as they are looking into assistance for her. RCM to contact dealer 408335.						
MULLINT	05/28/2009 03:03:18 PM	Note To CCC				
RCM is not going to forward concern to dealer as there is not enough information regarding the concern and the vehicle concerns are being addressed by dealer 408080. No further action.						
MULLINT	05/29/2009 10:35:49 AM	Voice Mail From Richard Soucek				
FOM LVMM (5-28-09): FOM advised calling with update; advised he spoke with Service Manager at dealer 408080; advised he spoke with the customer and provided the offer of the vehicle payment; the customer stated that this was nice, but she is worried about the vehicle; the customer stated that if VW was willing for forgive a few vehicle payments she would look into trading out of the vehicle; FOM advised Service Manager that he would provide \$1000 towards trade assist; the Service Manager is going to present this to the customer. No further action.						
JONESTR	06/01/2009 03:34:00 PM	Return Call From [REDACTED]				
Customer calling regards vehicle concerns. CO advised call will be transferred to RCM, if not available customer will need to leave a detailed message. CA to call RCM.						
JONESTR	06/01/2009 03:35:33 PM	Transfer To Tronda				
CA attempted RCM, not available. CA transferred to RCM voicemail. RCM to call customer.						
MULLINT	06/02/2009 08:16:54 AM	Voice Mail From [REDACTED]				
Customer LVMM: advised seeking return call at [REDACTED]. RCM to call customer.						

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MULLINT	06/02/2009 11:25:55 AM	Voice Mail To	██████████			RCM LVMM: advised returning call; advised to contact RCM back. If customer calls and RCM is not available, BEFORE transferring customer to RCM voicemail, please attempt to gather what the customer is seeking at this time. RCM to wait customer call.
MULLINT	06/03/2009 11:08:51 AM	Call To	██████████			RCM advised returning voicemail message that customer left for RCM; seeking to know what it is that RCM can help with. Customer states she contact the dealer last week about the vehicle; they told her to come in on Saturday; they would run the numbers regarding getting a new vehicle and get back to her; advised when she came in on Saturday nothing had been done; they then told her that she would have to pay an extra \$220 a month to get into another vehicle; advised this is outrageous that the vehicle is going to be done for 2 months during the summer and this is not because of something that she has done; advised she was told that someone would give her a call back on Monday, but no one has contacted her; she is seeking an update on this; she is seeking to know if there is nothing that the dealer can do if there is anything that VW can do for her; to her it seems easier for VW to let her lease a new vehicle than pay to have her in another vehicle; the dealer that she leased the vehicle from is running a special of \$299 a month for the vehicle. RCM advised RCM does not have information regarding any assistance that has been offered to her; advised would like to research this for her and contact her back by the COB tomorrow; our obligation is to repair the vehicle, which is certainly something that we are going to strive to do for her. RCM to contact FOM.
MULLINT	06/03/2009 11:23:55 AM	Voice Mail To Richard Soucek				RCM LVMM: advised seeking to know if he has any information regarding the customers vehicle concerns. RCM to wait FOM contact.
MULLINT	06/03/2009 01:56:12 PM	Voice Mail From Richard Soucek				FOM LVMM: advised he was just at dealer 408080 in a meeting; advised the customer was offered 10% trade assistance on the new vehicle; advised with the depreciation of the vehicle this still left her payments around \$500; advised they may be able to look into other options for the customer. RCM to call FOM.
MULLINT	06/03/2009 02:00:42 PM	Voice Mail To Richard Soucek				RCM LMTRMC. RCM to wait FOM contact.

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MULLINT	06/03/2009 05:22:20 PM	Return Call From Richard Soucek				FOM advised that the customer needs to understand that there is depreciation on the vehicle; advised this needs to be taken into account; advised he will call the customer and discuss other options; advised he will not be able to do this until at the earliest Monday as he is off the next 2 days for a family emergency. RCM advised will contact customer and let her know this. RCM to call customer.
MULLINT	06/04/2009 10:04:54 AM	Voice Mail To [REDACTED]				RCM LVMM: advised calling with update; advised spoke with FOM; FOM is going to be contacting her regarding the concerns with the vehicle and her request; advised FOM will contact her by the COB Tuesday 6-9-09; advised he is out of the office for now until Monday; advised if she has other questions to contact RCM and RCM will do best to answer these questions; advised RCM may not have much information regarding the request that she has made. No further action.
MULLINT	06/11/2009 08:08:24 AM	E-Mail From Richard Soucek				FOM sent RCM email advising that he did speak with the customer; advised he is looking in a next course of action for the customer and will update RCM when there is more information regarding this. No further action, pending FOM contact.

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2008 Eos 2.0L [REDACTED]	090134361	Customer Relations	WVWBA71F78V [REDACTED]	7,000		
CALDWEM	05/28/2009 09:40:15 AM	Call From [REDACTED]				Complaint 408087 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
Customer states his frustration with the time frame for the module, has been advised by Dealer 408087 the part should arrive by end of June 2009, has a rental. CO advised Customer the part is made VIN specific, and this is not the type of experience we want for the Customer or the vehicle. CO advised because of the inconvenience for the Customer being without his vehicle, once the part has arrived we can look into some type of compensation or Goodwill for the Customer because of his loyalty. Customer states the vehicle payments are \$474.00, lease through VCI. CO advised we will escalate to the RCM to follow up with Customer by COB FRI 5/29/09 on the cell [REDACTED] CO assigns to the RCM.						
CALDWEM	05/28/2009 09:47:58 AM	Assigned To EAR				
Very loyal Customer id frustrated for the time frame for the module, has been advised by Dealer 408087 expects the part end of June, CO advised would look into compensation or Goodwill due to the time frame VEH will be down. Customer lease payments are \$474.00, seeking call on the cell [REDACTED] RCM contacts Dealer 408087.						
MULLINT	05/28/2009 11:15:27 AM	Assigned To MULLINT				

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MULLINT	05/28/2009 11:17:49 AM	E-Mail To Dennis Gelinas		408087		

***** Email to dgelinas@valentiauto.com; *****

ACTION REQUIRED: Back Ordered Part(s)

Hello! The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F78V [REDACTED]

Customer's Description of Part: the customer states that the vehicle needs a transmission module. (Is this a mechatronic?)

Requested Information

- 1) Part Number:
- 2) Sales Document Number:
- 3) Order Date:

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Tronda Mullins
(248) 754-3364

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

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						RCM to wait dealer email.
MULLINT	05/29/2009 01:44:20 PM	Call To Dennis Gelin		408087		RCM advised seeking information for customer vehicle. Part Manager advised he is trying to get some information from the VW person right now; call him back in 1/2 hour. RCM to call Part Manager.
MULLINT	05/29/2009 02:57:01 PM	Call To Dennis Gelin		408087		RCM advised seeking information regarding part for the vehicle. Part Manager advised the part number is 00325025XZDE, the sales documentation number is 1005623928; the part was ordered 4-28-09, it is on red order and they do not have an ETA. RCM to call customer.
MULLINT	05/29/2009 04:21:03 PM	Call To [REDACTED]				RCM advised calling with update; advised the part needed for the vehicle is a Mechatronic unit; advised these parts typically take 6-8 weeks to come in; advised at this time we understand that it can be a huge inconvenience to be without the vehicle for so long; we would like to provide a one month vehicle payment; advised he would need to continue to make his vehicle payments on time; and mail or fax in a copy of the vehicle payment information; advised RCM will stay in contact with dealer regarding the part and once the part has come in and the vehicle is repaired we can look into further compensation taking into account the total amount of time that the vehicle has been down. Customer states he would like this offer faxed to him along with the fax number he can send the payment information to; he is seeking this to be faxed to 203-753-6771. RCM advised we will have this sent out to him; he will receive this is the next couple of days. RCM to assign to Correspondence to send mail to customer.
MULLINT	05/29/2009 04:26:19 PM	Assigned To CCC				Please fax customer a letter stating that at this time VW will provide a one month vehicle payment due to the time that the vehicle is going to be down; please advise customer to continue to make the vehicle payments on time; please fax this to 203-753-6771. Correspondence to send mail to customer.
BICKMAD	06/01/2009 05:27:01 AM	Assigned To BOSLEYJ				
BOSLEYJ	06/01/2009 10:20:12 AM	Note To ccc				CO generated letter and submitted to Supervisor for review. CO to wait review.

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BOSLEYJ	06/01/2009 11:31:03 AM	Mail To [REDACTED]				
		Letter generated, faxed and sent. RCM to follow-up.				
BOSLEYJ	06/01/2009 11:31:51 AM	Assigned To MULLINT				
MULLINT	06/01/2009 11:38:10 AM	Note To CCC				
		RCM to follow up with dealer on 6-16-09.				
MULLINT	06/16/2009 09:07:43 AM	Call To Dennis		408087		
		RCM advised seeking to know if the part for the vehicle has been received. Part Manager advised it was received about a week or so ago. No further action, pending customer mail.				

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2008 Eos 2.0L						
	090135362	Customer Relations	WVWBA71F98V	24,000		
CLAYTOY	05/29/2009 12:06:44 PM	Note From				Complaint 408157 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
Customer states: Original owner; Customer leased from VW Credit; This customer/family has owned 2 vehicle(s) owned 1993 Jetty and the current vehicle; Does not maintain the vehicle at our dealer the customer does his own oil changes; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; current symptoms vehicle will slide down the slope of a hill because it does not go into gear right away; Customer is seeking/expecting to get the mechatronics part due to the part being on back order, the customer is also seeking VW to cover the damage to the hood and front grill due to the vehicle sliding down hill and hitting a tree; working with Marco and field representative Anthony who declined to cover the front grill and the hood damage but covering the mechatronics under warranty; this customer perceives this to be a premature failure.CO advised the customer the field representative is the highest point of contact and his decision is VW decision however VW CCC would evaluate the customer's request. CO advised the customer a RCM would call the customer by the COB on 6-1-09 at the cell phone number. CO to assign to level 2.						Complaint 408157 Part: 6604-Front air grille Rsn: 02J Outside Influence
CLAYTOY	05/29/2009 12:34:23 PM	Assigned To CCC				Complaint 408157 Part: 3885-Mechatronics Rsn: T03 Auto/Hybrid - Slips/shifts erratically
Please call the customer by the COB on 6-1-09. Customer vehicle was at dealer 408157 around 5-21-09 to 5-23-09. The customer is waiting for a mechatronics unit which is on back order. Customer alleged the transmission did not go into gear and quick enough and the vehicle slid down the hill and hit a tree and damaged the front grill and the front hood. Customer states the field representative Anthony was involved and he declined the repair for the front grill and the hood. Level 2 to research.						Complaint 408157 Part: 5522-Hood Rsn: 02J Outside Influence
PRENTIM	05/29/2009 01:38:58 PM	Assigned To RCM				
Please obtain part information for RC to track mechatronic unit.						
EDWARDAM	05/29/2009 02:13:19 PM	Assigned To EDWARDAM				
EDWARDAM	05/29/2009 02:13:27 PM	E-Mail To Mindy				
RCM advised mechatronics is a vin specifically ordered and made part which takes 6-8 weeks to come in; seeking if RC still wants RCM to collect parts information. RCM to wait level 2.						

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PRENTIM	05/29/2009 02:34:15 PM	E-Mail To Amanda				RC wants sales doc # and part # to ensure part was ordered correctly and actual date of order so that RCM can provide better estimate for customer on when part will arrive.
EDWARDAM	05/29/2009 02:48:40 PM	E-Mail From Anthony (FOM) & Glenn 408157				<p>Good day, This is why you have insurance, if the vehicle was involved in an accident then the customer has to contact their insurance provider for repairs. Regards, Anthony</p> <p>From: Glenn Smith [mailto:gsmith@compassmotors.com] Sent: Wednesday, May 27, 2009 12:05 Part Manager To: Martinez, Anthony Cc: msanchez@compassmotors.com Subject: WVVBA71F98V [REDACTED] 2008 Eos/[REDACTED]</p> <p>Anthony, this car was brought to us with a transmission concern. The customer stated that when at a stop the car felt like it would stall then kicks into gear hard, also when put in reverse the car went forward. The issue is that when it went forward when reverse was selected it went into another car. The customer is requesting that VW take care of the damage done to their car which amounts to approximately \$1800 to \$2000. The grille and hood have been damaged. This estimate is not however from a proper inspection and estimate by our body shop. It includes replacing the hood, which may not be necessary. We did duplicate the primary concern and have a mechatron plus related items on order for the repair. Our v.t.a. # is [REDACTED] Please let us know how you would like to proceed. I need to let the vehicle owner know as soon as possible. Thanks, GLENN</p> <p>Glenn Smith Director of Fixed Operations Compass Motors 200 Dolson Ave Middletown,NY 10940 phone 845-344-4440 ext 235 Fax 845-344-0021</p> <p>RCM to e-mail Dealer 408157 and field.</p>

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EDWARDAM	05/29/2009 02:49:41 PM	E-Mail To Anthony (FOM) & Glenn (S	408157			<p>Hi Anthony and Glenn,</p> <p>██████████ did contact Customer CARE about his case and explaining the field rep has denied the hood and grille damage. He is looking for an update on the mechatronic unit that is on order for this. Could you verify the part #, sales doc #, and when this was ordered? As we all know, this unit does take 6-8 weeks and I would like to get an idea where the ETA is.</p> <p>Thank you,</p> <p>Amanda Edwards</p> <p>RCM to wait Dealer 408157 or field response.</p>
EDWARDAM	06/01/2009 10:59:40 AM	Call To Glenn Smith	408157			<p>RCM advised is calling to discuss Customer's case; Customer claimed the vehicle would not go into gear and rolled down the hill into the tree; seeking if there is any way to prove the gear concerns. Service Manager advised the Customer stated they went to put it into reverse and it went forward; could not reproduce that but could find the concerns with the shifting, felt like it was going to stall, and the hesitation; it needs a mechatronic and he didn't notice the front damage until it pointed out by the Customer; his Service Advisor has only spoken with the Customer as well and that's when he e-mailed FOM; FOM states Customer would need to involve their insurance company; has a broken grille & license plate; had the body shop just give a quick estimate on it stating it would be \$1800-\$2000; forwarded the request for the parts information to his Part Manager; part # 02E-325-025-ADZCE, sales doc # 1005694262, date ordered 5/22/2009; Customer has the vehicle and they were not provided with a rental or loaner vehicle. RCM to assign to Level 2.</p>
EDWARDAM	06/01/2009 11:07:46 AM	Assigned To Part # 02E-325-025-ADZC				<p>Part # 02E-325-025-ADZCE (mechatronic unit)</p> <p>Sales doc # 1005694262</p> <p>Date ordered 5/22/2009</p> <p>(I know ETA is usually 6-8 weeks and PDC is giving Dealer right now 2 weeks possibly)</p> <p>Customer explained to the dealership they put the vehicle in reverse, when it went forward causing the front end damage; FOM has denied assistance with that explaining for them to go through their insurance company, but the mechatronic unit is being replaced under warranty. Is there any additional action you need to take on a case like this?</p> <p>RCM to wait Level 2.</p>

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PRENTIM	06/01/2009 11:10:47 AM	Assigned To EDWARDAM				
	RC confirmed part is ordered correctly as of 5/22/09. Part Manager will be given updates quicker than CCC. Please stay in touch with him or have customer directly stay in touch with Dealer for updates on part.					
EDWARDAM	06/01/2009 11:20:53 AM	Voice Mail To Anthony Martinez				
	RCM LMTMRC. RCM advised seeking to discuss Customer's case due to their concerns claiming it caused the front end damage; not currently in a rental or loaner; seeking if FOM still would like us to reference this Customer to their insurance company, or if the mechatronic unit is being covered by warranty would this be considered consequential damage; will follow up with e-mail as well. RCM to e-mail field.					
EDWARDAM	06/01/2009 11:29:41 AM	E-Mail To Anthony Martinez				
	RCM sent e-mail seeking to discuss the Customer's concerns. RCM to wait field contact.					
EDWARDAM	06/01/2009 02:24:50 PM	Voice Mail From Anthony Martinez				
	FOM LVMM. RCM to call FOM.					
EDWARDAM	06/01/2009 02:31:46 PM	Call To Anthony Martinez				
	FOM advised did review the e-mail from RCM and Service Manager; this is an insurance claim with the Customer's insurance as we cannot determine if this was caused by the component or not or if the Customer is accusing the vehicle did this when it was really the Customer that caused the front end damage; on an Automatic transmission having put into reverse it would not go forward. RCM advised understands his view and seeking how this would be explained to the Customer then; also if the component is being covered by warranty should they be provided with a rental or loaner as they have not been provided with one. FOM advised they should be provided with a rental or a loaner only during the warranty repairs; will forward this to QTM for his opinion on it and maybe run it by Med/Arb. RCM to research.					
EDWARDAM	06/01/2009 02:42:35 PM	Face-To-Face With Katie Fox				
	RCM advised of Customer's case and FOM referring Customer to their insurance company; seeking to know the ETA on the parts and have requested the front end damage to be covered and VW to cover the front end damage; CO did assign it to Level 2 and Level 2 assigned to RCM to gather parts information to ensure it was ordered properly. ES advised it does need to come to Level 2 for PL involvement; RCM to update Customer on the ETA of parts and rental will be provided then escalate. RCM to call Dealer 408157.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	06/01/2009 03:01:21 PM	Call To Glenn Smith		408157		
RCM advised of FOM and RCM discussing case; FOM still referring Customer to insurance, but with component being covered by warranty we do need to provide rental as the vehicle should not be driven; will contact Customer to provide ETA on this and to refer them to Dealer to get rental vehicle; will be forwarding this to RC to review with another dept. to seek their input and will keep them updated on any further information. RCM to call Customer.						
EDWARDAM	06/01/2009 03:06:51 PM	Call To [REDACTED]				
RCM advised is following up on his case regarding 2 main concerns; the mechatronics unit is a specific VIN made part which takes 6 to 8 weeks to make; discussed with Service Manager about getting them a loaner or rental to drive as we do not want them to drive the vehicle when it's needing this component and would be covered by warranty; would just need to contact Dealer 408157 and they will set up what they have available for them; the front end damage that Customer is stating was caused by this component currently being researched; RCM will need to review this with other departments here to seek what will done towards this; will set follow up for COB Wednesday, 6/3 with further information. Customer states understands the time for the parts; Dealer did give the vehicle back to them and told them it was ok to drive and now RCM is stating no it's not and their being provided with a vehicle. RCM advised that is correct and the Dealer is aware of this updated information as well. Customer states seeking if this will be a loaner or a rental vehicle. RCM advised it depends on what the Dealer has available for them. Customer states hopes this can be rectified and covered as this was not their fault this happened; will wait until Wednesday to hear back for follow up. RCM to assign to Level 2.						
EDWARDAM	06/01/2009 03:13:32 PM	Assigned To CCC				
Please review case to seek if PL involvement is needed; Customer is requesting VW to cover the front end damage as they state this was caused by component failure; FOM has denied this and referring Customer to go through insurance, but mechatronics unit is being covered by warranty. Level 2 to review.						
PETERSG	06/01/2009 03:44:34 PM	E-Mail To Chris Lewis				
RC forwarded a synopsis of the case to PL and asked for direction. RC to wait for PL's response.						
PETERSG	06/01/2009 03:50:27 PM	E-Mail From Chris Lewis				
PL sent the following: "PL supports the field position. The customer still had use of the vehicle brakes and steering to avoid a collision. This is an insurance matter."						

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CUSTOMER COMMENT DETAIL REPORT
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EDWARDAM	06/01/2009 03:53:29 PM	Voice Mail From Glenn Smith		408157		Service Manager LVMM. Service Manager advised Customer is seeking convertible as its convertible season and their vehicle will be down for 6-8 weeks waiting for parts; seeking if this is something he should search for or explain what can be provided. RCM to call Dealer 408157.
EDWARDAM	06/02/2009 09:13:33 AM	Call To Glenn Smith		408157		RCM advised is returning his VMM; seeking if she looked into pricing for convertible. Service Manager advised he did contact his local Enterprise which does not have convertibles, but they did locate a convertible Mustang at another; would be about \$50 a day for it. RCM advised warranty will cover \$25 a day for the rental and RCM is willing to goodwill up to \$60 with the \$25 a day for a convertible since the vehicle may be down for the next 2 months; seeking to Service Manager to locate the pricing and let the Customer know if he would take that type of rental; did hear back from PL who supports field decision; will refer Customer to their insurance company. Service Manager advised will follow up with Enterprise and contact Customer. RCM to follow up with Customer.
EDWARDAM	06/02/2009 01:14:06 PM	Call From Anthony Martinez				FOM advised he sent over response from QTM regarding VTA ticket; QTM was questioning if any faults were found and wasn't documented in the VTA; will be at Dealer 408157 tomorrow to discuss this further. RCM to follow up 6/3 with field.
EDWARDAM	06/03/2009 02:06:36 PM	Call From Anthony Martinez				FOM advised is on his way to Dealer 408157 now to discuss this further; will follow up after. RCM to wait field contact.
EDWARDAM	06/03/2009 03:29:51 PM	Return Call From Anthony Martinez				FOM advised is calling back on Customer's case; understands the Customer is seeking a rental with convertible which Service Manager stated he hasn't heard back from the Customer yet; the damages they will need to go through their insurance company. RCM to call Customer.

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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EDWARDAM	06/03/2009 04:39:27 PM	Call To [REDACTED]				<p>RCM advised is following on his case; seeking if he has spoken with Dealer 408157 regarding the rental. Customer states he did speak with him yesterday in asking for a convertible which Service Manager stated he would speak with RCM; he did receive a message from him today too. RCM advised Service Manager did speak with RCM about the convertible rental which RCM is willing to assist with so he was attempting to reach Customer to set this up; did speak with the VW field rep regarding the denial of covering the front damage under warranty; we are unable to reproduce any codes or faults that could have caused the vehicle to do this, therefore we would refer him to his insurance company. Customer states is not satisfied with this; this happened on his friends driveway on a incline; he is sure the Dealer did not have his vehicle on a incline to make this happen and it went into his truck; he will go with small claims and seek legal on this. RCM advised that is his right a consumer and he is welcome to do this; we both support the Dealer's diagnosis and the field makes the decision on behalf of VW which we also support. Customer states seeking this field rep's position and name. RCM advised of FOM and his name. Customer states he is out right saying the faulty mechanism did not cause this and calling him a liar. RCM advised he is not calling him a liar, but there is no way he can personally prove if this happened or not. Customer states seeking when RCM looks at the chart of these roles who would be above him. RCM advised would not have that information or would be able to get that information. Customer states seeking how would be appeal this. RCM advised he would have to go outside of VW with the state attorney general or the BBB; would refer him to speak with the Dealer regarding the rental vehicle and then speak with his insurance company who will take the next steps; if there is any further questions to contact CCC. No Further Action.</p>
EDWARDAM	06/08/2009 01:22:41 PM	Voice Mail From Glenn Smith		408157		<p>Service Manager LVMM. RCM to call Dealer 408157.</p>
EDWARDAM	06/08/2009 01:23:06 PM	E-Mail From Glenn Smith		408157		<p>Amanda, sorry for the phone call earlier today - [REDACTED] is more interested in his convertible than having transportation. The convertible crisis is over however - my local Enterprise agency has a Mustang convertible available as of today @ \$50.00 per day and the [REDACTED] are getting it today. [REDACTED] would still like to talk to you about lease payment assistance if you could give him a call he is at [REDACTED] Sorry to dump this on you, but he keeps thinking of other things VWOA can do besides fix his damaged front end. Let me know your thoughts, thanks - GLENN</p> <p>Glenn Smith</p> <p>RCM to call Dealer 408157.</p>

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CASE NUMBERS SOURCE: All

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EDWARDAM	06/08/2009 01:24:01 PM	Call To Glenn Smith	408157			RCM advised just received e-mail and returning his call; again is goodwilling the additional charges for the rental beside the \$25 a day warranty is covering; will look into the lease payments once we have an ETA on the parts. Service Manager advised Customer did want to speak with RCM regarding this and seeking if RCM would call Customer to further discuss. RCM to call field.
EDWARDAM	06/08/2009 01:26:23 PM	Voice Mail To Anthony Martinez				RCM LMTRMC. RCM advised seeking recommendation regarding lease payment due to length of time it may take for parts. RCM to wait field contact.
EDWARDAM	06/09/2009 08:32:02 AM	Voice Mail From Anthony Martinez				FOM LVMM. FOM advised to hold off on providing lease payment due to parts delay; would like a complete days down before offering compensation. RCM to call Customer.
EDWARDAM	06/09/2009 01:15:08 PM	Call To [REDACTED]				RCM advised seeking to speak with Customer. Spouse advised he is currently not home; will take message for him; also picked up loaner vehicle yesterday as well. RCM advised of CCC phone number, case #, and to ask for RCM. RCM to wait Customer call.
MULLIGM	06/09/2009 01:20:35 PM	Return Call From [REDACTED]				Customer states seeking RCM; CA to call RCM.
MULLIGM	06/09/2009 01:22:19 PM	Call To Amanda				RCM not available; CA to return to Customer.
MULLIGM	06/09/2009 01:23:43 PM	Return To [REDACTED]				CA advised RCM assisting others; CA can leave message or transfer to VM; Customer states CA can leave message to call him , he is at work, [REDACTED]; RCM to call Customer.

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EDWARDAM	06/09/2009 02:46:33 PM	Call To				RCM advised was returning his call; Dealer 408157 Service Manager did reach out to RCM explaining Customer wanted to speak with RCM. Customer states the reason for it was because the Dealer wasn't able to get a convertible, but his wife did the leg work and found one; he was going to ask for a month's vehicle payment if a convertible couldn't be found like a plan B but everything worked out. RCM advised is happy to hear that; welcomed Customer to contact CCC for any further questions or concerns. No Further Action.

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2008 Eos 2.0L [REDACTED]	090136506	Customer Relations	WVWBA71F18V [REDACTED]	19,000		
MULLIGM	06/01/2009 08:24:21 AM	Call From [REDACTED]				Complaint 408110 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
Customer states original owner; 2nd VW; loves the vehicle; works with Dealer 408110 for maintenances; has repeat concerns with roof creaking and now transmission is jerking; she took vehicle back for both today as she was waiting for mechatronics to come in; apparently this is common problem with vehicle as the part is not at Dealer and they advised her they do not know when part will come in and that another Customer has been in a loaner vehicle for 30 days waiting; she would take a loaner vehicle but they do not have anything comparable to her vehicle and she doesn't want to be without her vehicle for 30 days; dissatisfied with Dealer right now and seeking to know if this is true that part is not available; CO advised the Dealer is provided with the most up to date information on parts; will forward to RCM who will attempt to get ETA but may not have any further information than Dealer; will call Customer by COB 6/2/09; Customer states use cell anytime; CO to assign to RCM.						Inquiry 408110 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
MULLIGM	06/01/2009 08:37:58 AM	Assigned To RCM				Complaint Rsn: 49E Unusual Noise
Customer states seeking possible ETA for mechatronics; use cell anytime; [REDACTED] RCM to e-mail Dealer 408110.						
MULLINT	06/01/2009 09:38:50 AM	Assigned To MULLINT				Complaint 408110 Rsn: 97J Part Delays (No Error in Dealer Ordering)

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MULLINT	06/01/2009 09:48:48 AM	E-Mail To Marc Hall		408110		

***** Email to marchall@thepremiercollection.com; *****

ACTION REQUIRED: Back Ordered Part(s)

Hello! The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F18V [REDACTED]

Customer's Description of Part: Mechatronic units.

Requested Information

- 1) Part Number:
- 2) Sales Document Number:
- 3) Order Date:

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Tronda Mullins
(248) 754-3364

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

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RCM to wait dealer email.						
MULLINT	06/02/2009 10:34:15 AM	E-Mail From Marc Hall		408110		
HELLO PART NR 000 325 025 XZDE SALES DOC 1005690738 ORDER DATE MAY 21 P.O. Nr 9092104751 CURRENT POC ETA JUNE 14 REGARDS MARC RCM to call customer.						
MULLINT	06/02/2009 11:16:47 AM	Call To [REDACTED]				
RCM attempted to contact customer on cell phone number; call went through; voicemail picked up and RCM was advised that the mail box is full. RCM to call customer on home number.						
MULLINT	06/02/2009 11:22:42 AM	Call To [REDACTED]				
RCM attempted to contact customer on home number; there was no answer and no machine. RCM to call customer.						
MULLINT	06/03/2009 10:18:40 AM	Call To [REDACTED]				
RCM advised calling with update regarding part for the vehicle; advised the part is made specifically for the vehicle; advised this is not something that is stocked at the dealer; advised these parts typically take 6-8 weeks to come in; advised the ETA for the part to come in at this time is June 14. Customer states that is not what she was told; advised she was told that there are many on order; she loves her vehicle and does not want to be without it especially now that it is starting to get warm outside; she kept the vehicle because of this. RCM advised VW does cover \$30 a day for the rental; does not know if a convertible is something that dealer 408110 has available; advised will look into this; cannot say that we would be able to meet this expectation; will contact customer back by the COB tomorrow. RCM to research.						
MULLINT	06/04/2009 10:22:40 AM	E-Mail To Phil Edwards		408110		
RCM sent email to SM seeking to know if they work directly with enterprise; advised the customer is seeking a convertible; advised RCM is willing to look into this; advised seeking to know which enterprise they work with. RCM to wait dealer email.						

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MULLINT	06/04/2009 12:14:20 PM	Call From Tony Schummel				FOM advised he is at dealer now; he is aware of customer concerns; advised he is aware that the customer is seeking a convertible rental vehicle; advised he is taking another mechatronic unit from a different dealer and sending it to this dealer; advised they expect to have the part tomorrow; he would like RCM to contact the customer and let her know that there is a part in route for the vehicle; advise her that the part should be at dealer by the Monday 6-8-09; advise her that the dealer will be contacting her when the part is in to make arrangements to get the vehicle; the dealer is going to look into picking the vehicle up from the customer. RCM to call customer.
MULLINT	06/04/2009 02:25:47 PM	Voice Mail To [REDACTED]				RCM LVMM: advised calling to let her know that the dealer has worked with one of their field representatives to get the part to the dealer; the part is in route to the dealer and they expect to receive the part by the COB Monday; advised once the part has been received they will be contacting her to make arrangements to pick the vehicle up; advised at this point we would recommend that she stay in contact with dealer. No further action, pending customer call.

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2008 Eos 2.0L [REDACTED]	090137120	Customer Relations	WVWBA71F08V [REDACTED]	24,000		
MANNAE	06/01/2009 04:42:53 PM	Call From LINDSEY KINSLOW				Complaint 425371 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
Customer states vehicle has been running funny since she purchased it; dealership 425371 has given so many excuses, advised type of gas; has been to dealership 3 times for this concern and currently a month ago, they advised they ordered a part for transmission and would take a month to come in; and has been a month and vehicle is driving worse and dealership has not contacted to advise on status; wants vehicle repaired; previous concerns was windows and dealership replaced convertible top switch and then ignition switch. CO advised can document concerns and escalate to RCM to research customer concerns and contact customer by COB tomorrow. Customer states maybe reached on cell phone. RCM to e-mail dealer.						Complaint 425371 Part: 8260-Exhaust pipe Rsn: E25 Exhaust system problems
MANNAE	06/01/2009 04:46:41 PM	Category Selection				Complaint 425371 Part: 3511-Mechatronic Rsn: 04Q Order Fill
MANNAE	06/01/2009 04:47:35 PM	Assigned To RCM				Time
Customer seeking vehicle be repaired; dealership 425371 has ordered transmission part a month ago and still no dealership contact that part came in; 3rd time to dealership for same concern; vehicle is running worse. RCM to e-mail dealer.						
ZIEHMEC	06/02/2009 08:32:21 AM	Assigned To HEARNSN				
Assigned for handling.						
HEARNSN	06/02/2009 01:34:22 PM	Call To Sarah		425371		
RCM called Dealer and requested to speak to Service Manager. Service Advisor states that Service Manager is not available; Dealer has ordered a mechatronics for vehicle; part order information will be gathered and information called back to RCM; vehicle is not at Dealer although customer was offered a loaner yesterday and declined. RCM provided direct contact. RCM to wait Dealer call.						
HEARNSN	06/02/2009 02:32:09 PM	Voice Mail From DAVE		425371		
PM LMTRMC. RCM to call Dealer.						

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HEARNSN	06/02/2009 02:33:12 PM	Call To DAVE		425371		
RCM called Dealer and requested part order information: PM states the following: Part name: Mechatronic Part #: 000 325 025 XZDE Order: 05/01/2009 Order Type: Red Order Sales Document #: 1005633929 RCM to call customer.						
HEARNSN	06/02/2009 02:37:51 PM	Call To Lindsey Kinslow				
RCM called customer and advised that part order information was obtained from Dealer and we will internally track part order; we can not expedite part, part is considered an intelligent part meaning built specifically for customer vehicle; order can take 6-8 weeks and do apologize for any delay as to order process; Dealer would be best resource to remain in contact with in regards to order; we will follow up on FRI 06/05/2009, as to order tracking update; Dealer states that customer was offered a loaner vehicle yesterday and certainly customer can take advantage of offer seeing that concern has worsened. Customer states that Dealer failed to follow up in regards to update; will not be needing rental/loaner as will use Jeep. RCM to assign to Parts.						
HEARNSN	06/02/2009 02:50:55 PM	Assigned To CCC				
Please internally track following information: Part name: Mechatronic Part #: 000 325 025 XZDE Order: 05/01/2009 Order Type: Red Order Sales Document #: 1005633929 RCM to wait Parts.						
PETERSG	06/02/2009 03:17:50 PM	Assigned To HEARNSN				
The Mechatronics unit is a VIP (Vehicle Intelligent Part) and needs to be produced, specific to the VIN. It can take anywhere from 6-8 weeks for the part to be produced and shipped. Please re-escalate to Level 2 if it goes beyond 8 weeks. NOTE: The 6-8 week time frame to produce a VIP part is not considered a "backorder." However, RCM should research other possible options with the FOM, due to the age/mileage and the down time already accumulated.						

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NORMANS	06/02/2009 04:02:11 PM	Call From [REDACTED] (Mother)				Customer called states there is another issue that Customer would like to have addressed as well; Customer states there is oil residue around the exhaust pipe of the vehicle; Customer states Dealer was advised of this and simply advised Customer to use a higher grade of gas; Customer states they have researched the symptoms and have been advised that there is a test that needs to be done on the exhaust and this is actually getting worse because the more Customer drives the vehicle; Customer is taking the vehicle back to the Dealer 6/3/2009 and wants that exhaust test performed on the vehicle, CA advised Customer CA has documented her concerns and will add this information and request to her file; CA advised Customer RCM will follow up with her before the COB 6/4/2009; RCM to review.
HEARNSN	06/04/2009 01:03:53 PM	Call To Harold Back-up SM		425371		RCM advised Service Manager of customer concern with residue on exhaust pipe and inquired if there is an exhaust test that Dealer can perform. Service Manager states that vehicle was dropped off yesterday; will research inquiry and return call. RCM provided direct contact. RCM to wait Dealer call.
HEARNSN	06/04/2009 05:27:56 PM	Call To Dave		425371		RCM called Dealer and requested to speak to Service Manager-Backup in regards to vehicle diagnosis/update; Part Manager states Service Personnel is not available; can assist; mechatronics arrived today, exhaust issue will be diagnosed possibly tomorrow; vehicle repairs not likely going to be completed until next MON, 06/08/2009; will follow up concerning update. RCM to call customer.
HEARNSN	06/04/2009 05:32:43 PM	Call To Lindsey Kinslow				RCM called customer and advised that Dealer was contacted in regards to diagnosis concerning exhaust concerns; unfortunately Dealer has not completed diagnosis in regards to that matter, however reviewed that previous information alluded to fuel quality causing concerns; have not received that feedback at this time; would await Dealer information as we rely upon Dealers who are our technical resource; mechatronics did come in and Dealer states that repair should be completed by MON, 06/08/2009; RCM would like to follow up with customer at that time 06/08/2009 regarding update. Customer states that she reviewed on line which states that transmission concern can cause issue with exhaust and black smoke and possible after addressing transmission issue, that too will be resolved. RCM advised not technical and can not say, however would like to hear Dealer feedback regarding matter. RCM to wait Dealer call.

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HEARNSN	06/05/2009 12:52:33 PM	Call To Jamie		425371		Service Manager states that he is calling to provide diagnosis to customer tail pipe concern; states that Dealer ran scan tool and determined that intake manifold is stuck open causing vehicle to run lean causing black color on tail pipe; also diagnosed faulty ignition control which accounts for window concern; parts has been ordered and should be in on MON, 06/08, if available; repair should be complete on Tuesday and will follow up as to repair completion. RCM to wait Dealer call.
HEARNSN	06/08/2009 02:41:48 PM	Call To Gary Young		425371		RCM called Dealer and requested to speak to Service Manager. Service Advisor states that Service Manager is out today, however has been advised to follow up with RCM concerning update; vehicle repairs are still being performed; repair may be completed late today or tomorrow; will follow up to advise of repair completion. RCM to call customer.
HEARNSN	06/08/2009 02:46:12 PM	Call To Lindsey Kinslow				RCM called customer and advised following up as to vehicle repair update; Service Manager states that Dealer ran scan tool and determined that intake manifold was stuck open causing vehicle to run lean which caused black color on tail pipe; also diagnosed faulty ignition control which accounts for window concern which notes did not address; parts has been ordered received today; repair should be completed possibly later today or tomorrow. Customer states that window concern was addressed in past and had no issues. RCM advised will follow up tomorrow, 06/09/2009 as to repair update. RCM to wait Dealer call.
HEARNSN	06/09/2009 09:54:07 AM	Call From Gary Young		425371		Service Advisor states that he was calling to advise that customer Lindsey Blake vehicle repairs were completed, vehicle washed and ready for pick up; customer has been advised; vehicle has been at Dealer for 9 days concerning this repair. RCM to call customer.
HEARNSN	06/09/2009 05:11:39 PM	Call To [REDACTED]				RCM called customer and inquired if there was a name change involving last name that RCM can update. Customer acknowledged and advised that last name is Blake. RCM advised will make update; advised that Dealer called and advised that vehicle repairs has been addressed and following up. Customer states that she has vehicle. RCM advised we would like to offer customer a \$100.00 Dealer Services Certificate that can be used at Dealer; allow 7-10 days for us to process and have mailed out. Customer acknowledged goodwill gesture. RCM to assign to Team 5.
HEARNSN	06/09/2009 05:23:47 PM	Assigned To CCC				Please mail customer \$100.00 Dealer Service Certificate. Team 5 to send mail.

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BICKMAD	06/10/2009 05:18:50 AM	Assigned To ccc				
GREENJO	06/10/2009 07:32:36 AM	Assigned To ABDULAM				
ABDULAM	06/10/2009 02:37:27 PM	Mail To [REDACTED] CA generated letter, letter can be viewed in the doc center.				
ABDULAM	06/10/2009 02:38:19 PM	Assigned To DEARB CO to review and close.				
DEARB	06/10/2009 02:54:27 PM	Note To CCC CO reviewed. No further action				

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2008 Eos 2.0L						
	090138115	Customer Relations	WVWBA71F38V	20,000		
STATONJ	06/02/2009 02:59:18 PM	Call From Daniel Cupaiuolo				Complaint 408283
	Customer states: purchased vehicle new; noticed a hesitation since purchase; Dealer 408283 advised normal; hesitation has grown worse; Dealer has diagnosed a concern; vehicle has been down at Dealer for 3 weeks; Dealer advised a module is not available. Customer states: this is not right that she purchased a new vehicle and it is down for 3 weeks; Dealer has provided rental but too young to drive so mother is driving rental and she is driving her mother's vehicle. Customer seeking repair sooner. CO advised: can look into reason for delay; occasionally VW will not be able to supply a certain part for a period of time; will assign to RCM to look into; RCM will call Customer back by EOB 06/03/09. CO to assign to RCM.					Pr. Part: 3885-Mechatronics Pr. Rsn: 95J Length of time for repairs
STATONJ	06/02/2009 03:04:07 PM	Assigned To RCM				Complaint 408283
	Customer seeking vehicle to be repaired sooner. Please call Customer back by EOB 06/03/09 at any time.					Part: 3885-Mechatronics Rsn: 56E Hesitation
HAWLEYD	06/02/2009 03:13:40 PM	Assigned To HAWLEYD				
	Assigned for handling.					
HAWLEYD	06/02/2009 03:53:21 PM	Call To Rob (Assistant to mgr)		408203		
	Service manager is out of the office, RCM transferred to service advisor. Service advisor advised that the owner of this vehicle is the body shop manager in the dealer group. Service advisor advised that the body shop manager office number is 856-382-1670. Service advisor advised that they are waiting for part 000 325 025 XZDE and it has been on order since 5/11/09. RCM advised that this is a VIN specific part and it takes 6-8 weeks to obtain. RCM to contact customer.					
CALDWEM	06/03/2009 09:40:04 AM	Call From DANIEL CUPAIUOLO				
	Customer states seeking to file a complaint, vehicle has been at the dealer for 6 weeks for repair and parts, states frustrations. CA advise can understand his frustrations and concerns, we did escalate the case to the RCM which will follow up with Customer as promised by COB today WED 6/3/09. Customer seeking to be contacted at RCM calls Customer.					
CALDWEM	06/03/2009 09:43:42 AM	Note To HAWLEYD				
	Customer seeking to update contact number to . RCM calls Customer.					

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HAWLEYD	06/03/2009 09:48:33 AM	Call To [REDACTED]				RCM advised customer that the part we are waiting for her vehicle is built VIN specific and does come from Germany. RCM advised that we are working to obtain the part as quickly as possible, however because of it being built VIN specific it does take longer. Customer states that she is upset that she has a new vehicle and can't drive it. RCM advised that this is not the experience we would want a customer to have with a new vehicle. RCM advised customer to stay in contact with the dealer and they will provide the most up to date information. RCM advised that we understand her father is the body shop manager and he is welcome to obtain the update for her. No further action.
HAWLEYD	06/03/2009 09:56:20 AM	Call To [REDACTED]				RCM advised customer that we are aware of his concerns and the part that he needs for his vehicle is built VIN specifically and is coming from the German plant. RCM advised that it takes 6-8 weeks from date of ordering. Customer states that the vehicle has been at the dealer for 6 weeks now. RCM advised that we are being advised that the part was just ordered in May. Customer states that this is the same problem that they had the first week they owned the vehicle and now that it is not drivable, VW is doing something about it. Customer states that he is paying \$640 a month for his daughter to drive this vehicle. RCM inquired with customer what specifically he is seeking and customer advised that he does not know. RCM advised customer that he is welcome to think about what he is seeking and we would be happy to look into it, however there would be no guarantees that VW would meet his expectations. Customer states that he will think about it and call RCM back. RCM advised customer that he is welcome to stay in contact with the dealer.
HAWLEYD	06/03/2009 10:05:50 AM	Voice Mail To Mike Morris		408283		RCM LMTRMC. RCM provided customer name, last 8 of VIN number, direct line and seeking to know actual date that the vehicle was brought in. RCM waiting for service manager call back.
MULLIGM	06/04/2009 08:41:49 AM	Call From [REDACTED]				Customer states seeking RCM; CA to transfer to RCM.
MULLIGM	06/04/2009 08:42:32 AM	Transfer To Diane				RCM available; CA transfers Customer.

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HAWLEYD	06/04/2009 08:51:23 AM	Call From [REDACTED]				Customer states that he would like VW to either provide him the monthly payments that the vehicle has been at the dealer or that amount towards the accessories. RCM advised that we will look into this for him. Customer states that his wife and daughter would like VW to replace the vehicle, but he works for this auto group. RCM advised that this will take us several days to look into his request. Customer states that he understand as he works in one of the dealers. RCM to follow up.
HAWLEYD	06/04/2009 08:56:55 AM	Call To Mike Morris		408283		Service manager advised that the vehicle came in on 5/09/09 and the FOM is aware of this customer and is looking to pay 2 months lease payment for the customer. RCM advised that the customer is advising that the vehicle payment is \$640 a month. RCM advised that she will contact the FOM. RCM to contact FOM.
HAWLEYD	06/04/2009 09:33:40 AM	E-Mail To Karen Riveros				Good Morning Karen, I have a 2008 Eos at Atlantic needing a Mechatronic unit and it has been down since 5/9/09, part has been on order since 5/11/09. I have spoken to Mike and he advised that you are already aware of this vehicle and are willing to offer the customer 2 months vehicle payments (customer is advising that his monthly payment is \$640). I have spoken to the owner [REDACTED], who is the body shop manager for one of the dealers body shops. [REDACTED] WVWBA71F38V [REDACTED] 2008 Eos In service date: 6/14/09 Mileage: 20,000 Customer is seeking something from VW and I would like to talk to you about this one when you get a minute. Thanks, Diane Hawley RCM waiting for FOM contact.
HAWLEYD	06/05/2009 09:26:31 AM	Voice Mail To Karen Riveros				RCM LMTRMC. RCM waiting for FOM call back.

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HAWLEYD	06/05/2009 11:16:38 AM	Return Call From Karen Riveros				RCM advised that customer is stating his lease payment is \$640 a month and customer is seeking VW to do something in regard his daughter being without the vehicle for an extended amount of time. FOM advised that she will offer up to 2 vehicle payments, however would like to wait until the vehicle is repaired to make the offer. RCM to follow up.
HAWLEYD	06/08/2009 10:21:53 AM	Call To Mike Morris		408283		RCM LMTRMC with DP (Maria). RCM waiting for service manager call back.
HAWLEYD	06/09/2009 10:02:41 AM	Call To Mike Morris		408283		Service manager advised that they have no update on the part arriving as of yet. RCM to contact customer and advise him that once the vehicle is repaired we will look into his request. RCM to contact customer.
HAWLEYD	06/09/2009 10:22:17 AM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM or CA - Please advise customer that we are looking into his request, however we would like to make a final decision once the vehicle has been repaired and returned to him. RCM waiting for customer call back.
HAWLEYD	06/10/2009 11:07:54 AM	Call To [REDACTED] (daughter)				RCM advised customer that once the vehicle is repaired we will take in consideration how long they have been out of the vehicle and will make a decision in regards to the request to do something for them. Customer acknowledged. RCM advised that we will follow up once the vehicle is repaired. RCM to follow up.
HAWLEYD	06/15/2009 11:27:29 AM	Call To Rob (assistant to mgr)		408283		Service manager is out of the office for a family emergency. Service advisor advised that the vehicle is repaired and has been picked up. Service advisor advised that it came in on 5/9/09 and the customer picked up on 6/10/09. Service advisor advised that he believes that the service manager offered the 1 month vehicle payment while they were at the monthly managers meeting. RCM to contact customer.
MULLIGM	06/17/2009 08:28:14 AM	Call From [REDACTED]				****Talk and type by Diane Nestorovski****Customer stated: seeking to speak to RCM; CA to call RCM
MULLIGM	06/17/2009 08:29:37 AM	Call To Diane				CA got RCM voicemail. CA to return to Customer

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MULLIGM	06/17/2009 08:31:22 AM	Return To				CA advised RCM was assisting another customer; would connect Customer to RCM voicemail; Customer seeking to leave voicemail message. CA to connect to RCM voicemail.
MULLIGM	06/17/2009 08:33:11 AM	Transfer To Diane				RCM was available. CA transferred Customer.
HAWLEYD	06/17/2009 08:35:22 AM	Call From				RCM advised customer that we understand that the service manager is out of the office due to a family emergency. Customer states that he knew this because he was not at the managers meeting. RCM advised that the service manager will provide him 1 month vehicle payment. RCM advised customer to continue to make his payment and provide the service manager with a payment stub. No further action.

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2008 Eos 3.2L [REDACTED]	090141274	Customer Relations	WVWDB71FX8V [REDACTED]	13,000		
DEARB	06/04/2009 04:35:30 PM	Call From [REDACTED]				Complaint 402107 Pr. Part: 3511-Mechatronic Pr. Rsn: 04Q Order Fill Time
Customer states the following: customer called on guidance of dealer 402107 on status of mechatronic part that was ordered in May but has been told by dealer there were 3 -4 cars ahead of his waiting for this part; customer tired of run around from VW as to when part would arrive; customer demands part be shipped tomorrow by Fed Ex; Red Order Number 1005688521 and part # 000325025; wants to speak with VW CEO by phone; says when car shifts from first to second gear the car shakes and he is fearful transmission could be shot even though he is told by dealer the car is still drivable; customer says this is unacceptable on VW's part and is angry about the situation; Customer is moving within 3 weeks and wants car repaired by that time; Customer says if car cannot be replaced in that time frame he would like that exact same car (3.2 2008 Eos) for the interim. CO advised customer that Fed Ex shipping of part cannot be done and VW CEO can only be reached by mail; CO escalated complaint to RCM; RCM will research concern by close of business tomorrow. Customer states he would like follow-up call from CO on Monday regardless if RCM calls back. Customer requests callback on cell phone [REDACTED] and leave voicemail if he is not available. CO assigned case to RCM.						
DEARB	06/04/2009 04:56:17 PM	Assigned To CCC				
Customer seeking part for come in and vehicle to be repaired. RCM to review.						
NARDONP	06/04/2009 05:00:54 PM	Assigned To NARDONP				
NARDONP	06/05/2009 11:15:07 AM	Call To Robert Linn		402107		
RCM advised seeking to get information on Customer repairs. Service Manager states the vehicle has a mechatronics unit that is on Backorder. RCM advised if Dealer 402107 has been provided an ETA for the part. Service Manager states the Part Manager has been researching but no ETA has been provided. RCM advised when was the part ordered. Service Manager states the part was ordered on 5/21 and the sales doc # is 1005688521, and the part # is 000325025XZDG. RCM to research.						

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NARDONP	06/05/2009 11:31:30 AM	Assigned To RC				Dealer 402107 has not been provided an ETA for mechatronics unit on order; RCM is seeking an ETA for the part: Part # 000325025XZDG Sales Doc # 1005688521 Ordered on 5/21 RC to research ETA.
PRENTIM	06/05/2009 12:10:59 PM	Assigned To NARDONP				Part is VIP part, built VIN specific. It typically takes 6-8 weeks for this part to arrive. Part was ordered on 5/21/09. Please allow 6 more weeks for part to arrive.
ALEXANLA	06/08/2009 02:54:36 PM	Call From [REDACTED]				Customer states seeking to speak with CO. CA advised Customer that case has been assigned to RCM. Customer acknowledged but states that he would still like to speak with CO as he wishes to give her some information. CA to locate CO.
ALEXANLA	06/08/2009 02:56:21 PM	Call To Becky				CO not available. CA to return to Customer.
ALEXANLA	06/08/2009 02:56:49 PM	Return To [REDACTED]				CA advised Customer that CO was assisting another Customer. Customer seeking to speak with RCM and to LVMM for CO. CA advised Customer that CA can try to locate RCM and if RCM is available then Customer can request to be put to CO's voice mail afterward speaking with RCM. Customer acknowledged. CA to locate RCM.
ALEXANLA	06/08/2009 02:59:04 PM	Call To Pete				RCM not available. CA to return to Customer.
ALEXANLA	06/08/2009 02:59:35 PM	Return To [REDACTED]				CA advised Customer that RCM was assisting another Customer as well. Customer seeking to have CO's voice mail. CA to transfer Customer to CO's voice mail.

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ALEXANLA	06/08/2009 03:00:25 PM	Transfer To Becky				CA transferred Customer to CO's voice mail. CO to call Customer.
DEARB	06/08/2009 03:24:19 PM	Voice Mail From [REDACTED]				Customer LVMM and advised: CO promise that a RCM will call customer on Friday and customer did not get the call; seeking CO to call him back. RCM to review
NARDONP	06/08/2009 03:27:06 PM	Call To John McGowan	402107			RCM advised seeking to know if there is any update on ETA for Customer part; Service Manager states he has been given no update on the ETA but understands the parts can take 6-8 weeks to arrive. RCM advised that is the best we can estimate at this time; Customer states he was seeking a vehicle to drive while he waits for the part to arrive and wants it to be his exact vehicle. Service Manager states if Customer feels the vehicle is not safe to drive then he will set Customer up with a rental at VW expense; Customer vehicle is not even made anymore so no rental company would have this type of vehicle for Customer to drive; he knows Customer is moving soon and they may not have the part available at the time Customer moves. RCM advised if Customer moves and the part is not available, is it possible to ship the part to a Dealer in his new area. Service Manager states he does not know if that is possible. RCM to call Customer.
NARDONP	06/08/2009 04:26:41 PM	Call To [REDACTED]				RCM advised wanted to speak with Customer regarding his concerns and expectations. Customer states he finds it unacceptable that VW has to individually make a part for his vehicle and that it takes 6-8 weeks to arrive; he feels that there should be something done in Germany to have this part produced faster; he is not convinced that the vehicle is not becoming more damaged by the more time he drives with this shifting issue; he has owned 3 other Eos and had one replaced because of the multiple repairs; he feels VW owes him an Eos to drive while he waits for his vehicle to be repaired. RCM advised that request will be highly unlikely but it is something that RCM can look into. Customer states RCM should not be telling him it is unlikely since there is no problem that he cannot solve so RCM should be doing the same. RCM advised it is the responsibility of RCM to set Customer expectations accurately and do not want to be anything but truthful to Customer. RCM will look into Customer request with the expectation that it is unlikely but RCM will do whatever possibly to meet Customer request; will follow up with Customer by COB Thursday 6/11. RCM to contact FOM.

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NARDONP	06/09/2009 04:26:53 PM	Call From Ed Pohl				RCM advised Customer vehicle is in need of a mechatronics unit but Customer is still in the vehicle; the part is on order but Customer is not happy with the delay; Customer has already had a previous Eos replaced for multiple repairs early in ownership and eventually traded that in for this current vehicle; Customer is demanding to have the exact vehicle as his to drive while he waits for repairs. FOM states he will contact Dealer 402107 to get information on the vehicle and will follow up with RCM.
NARDONP	06/11/2009 03:07:16 PM	Call To Ed Pohl		402107		RCM advised seeking any updates regarding Customer requests for alternate transportation. FOM states he emailed SD at Dealer 402107 but has yet to hear back; they should be able to get Customer into a VW but not an Eos; he will contact Service Manager soon and follow up with RCM. Wait FOM call.
NARDONP	06/11/2009 04:04:49 PM	Call From John McGowan		402107		SD states Customer is a very good Customer; everyone in his service department knows him and will go out of their way to assist him. SD did speak with FOM about this Customer and SD did speak with Customer about his request for an Eos while his vehicle is waiting for a mechatronics unit; SD states Customer knows that he is not going to be able to get an Eos to drive while his waits for parts; SD did tell Customer that they would be able to upgrade his rental if he does request one; SD has a very good relationship with Customer and will do what he can to smooth this situation over. RCM to call Customer.

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NARDONP	06/11/2009 05:58:29 PM	Call To [REDACTED]				<p>RCM advised following up with Customer regarding his request for alternate transportation that is exact to what he is driving currently; unfortunately we are not able to provide a vehicle that is exact to customers; we are able to provide an upgraded rental for Customer to drive while we wait on parts. Customer states he does not want to drive a rental from Hertz and will continue to drive his vehicle because Dealer advised if was safe to drive; he still finds it unacceptable that VW only has one person in Germany working on this issue; he knows that Dealer 402107 alone has 10 vehicles with this issue and VW does not care enough to hire someone else to assist with this concern; RCM should be making calls internally at VW to make sure that VW hires someone else so this process is considerably shortened; he knows the top person with VWoA does not know about this issue because if he did, this issue would be resolved by now. RCM advised we are aware of the concerns and time frame for these repairs and are doing whatever we can to get a resolution as quickly as possible. Customer states he knows that is not true; he did want to know how many vehicles are having this concern and he knows that RCM can get the numbers. RCM advised can only speak on the customers that have come across RCM from the central region; would not be able to say the total number of vehicles affected. Customer states RCM should be anticipating these questions and should already have the numbers available for Customer; he wants to know how many of these instances have to arise before a recall is sent out. RCM advised it depends on the concern, how many vehicles are affected, and what parts affected, etc; there is no number that RCM can provide Customer. Customer states this is another instance where he knows that RCM should be taking the steps to get this information to him but choosing not to; he would like to speak with the next person in charge and fully expects to go up the chain of command to</p>
NARDONP	06/11/2009 06:07:43 PM	Continued Comment To [REDACTED]				<p>Continued Comment: make his concerns known and get the answers to his questions. RCM advised can have RCM Supervisor contact Customer back by Noon tomorrow. Customer states he would like the name of RCM Supervisor. RCM advised Customer of name of direct Supervisor. Customer states he would like to be contacted on his cell number between 1-2 pm EST. RCM advised will make sure Supervisor contacts Customer between 1-2 pm EST. RCM to assign to Supervisor.</p>
NARDONP	06/11/2009 06:09:50 PM	Assigned To SUP				<p>Customer was promised a return Supervisor call between 1-2 EST on 6/12. Customer asked for RCM Supervisor information and was provided Supervisor RIESH name. Supervisor to call Customer.</p>
POWELLS	06/12/2009 08:34:14 AM	Assigned To RIESH				<p>Assigned for handling</p>

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RIESH	06/12/2009 02:31:15 PM	Call To [REDACTED]				Customer states he didn't expect to receive a return call; feels that VW should be doing something about the delay its customers are experiencing regarding these parts; is disappointed and outraged that VW doesn't care enough about its' customer's to provide them with the courtesy of having parts available to repair their vehicles; feels he's been provided with a string of excuses and is tired of getting the run around; has owned BMW's his entire adult life and switched to VW because we offer a hard top convertible with a moon roof that no other manufacturer offers; feels his vehicle is comparable to BMW, but the treatment he's received is not; wants supervisor to convince the decision makers within VW to take his complaint seriously and find a way to obtain this part more quickly; only has an opportunity to utilize his convertible top a few short months out of the year, which is why he wants the same vehicle to drive while waiting for the part to repair his vehicle. Supervisor advised as soon as we, at the CARE center, became aware of this concern, we did notify the correct parties in an attempt to make these parts more available for our customer's; RCM did attempt to obtain a like rental for Customer, but was unable to do so. Customer states if the right person is put in charge, anything can be done; there is someone that can contact a dealer with a like vehicle and pay them to provide that vehicle to customer. Supervisor advised unfortunately, a like vehicle is not available. Will continue to follow up regarding parts and will follow up with Customer by COB on Tuesday, 6/16. Follow up.
RIESH	06/16/2009 04:56:36 PM	Call To [REDACTED]				Supervisor LVMM; advised do not have any additional information at this time, but will follow up with customer by COB on 6/18.
ROSTEKE	06/18/2009 03:11:16 PM	Call To [REDACTED]				Customer states he is on another line and would like a call back later. Advised customer would try to call him back. Call customer.
GRIFFIS	06/18/2009 07:09:25 PM	Call To [REDACTED]				Customer stated he wanted to be called back as he's on another line. Calling customer later.
GRIFFIS	06/18/2009 07:31:40 PM	Call To [REDACTED]				Customer states the following: He wants someone to follow-up with him on every Thursday to advise of the part status because he feels this has been a waste of his time and he wants VW's time to be wasted; customer would like to be called at the Cellular Mobile number [REDACTED]; he is moving to Michigan and will need to drive back to Illinois to have the part installed when it does arrive; he was looking to get a comparable vehicle and was declined; he feels this is rude and obnoxious; he was told there were other RCMs in his region and he would like someone other than the RCM he's been working with to contact him going forward. I advised the customer we could have another RCM to provide him follow-ups through the part arriving. Sup to assign to RCM for follow-up

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CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LANDRYK	06/24/2009 03:58:11 PM	Return Call To [REDACTED]				Customer states: would like to speak to Supervisor. CA advised: will see if Supervisor is available. CA to locate Supervisor.
LANDRYK	06/24/2009 04:00:16 PM	Face-To-Face With Mindy				RC advised: Supervisor Customer is asking for is not available; let Customer know that CA can get a message to Supervisor and return Customer call. CA to return to Customer.
LANDRYK	06/24/2009 04:04:04 PM	Return To [REDACTED]				CA advised: Supervisor is not available; was there new information that Customer has at this time. Customer states: there is; he would like to speak with Supervisor though; she will be very happy to hear his news; he will not share it with CA; would like a call back today; would like Supervisor to call him at [REDACTED] 1st; if this number just rings she should call him on his cell phone [REDACTED] he will be available on his cell phone all day tomorrow. CA advised: can note Customer request for Supervisor to return his call; cannot guarantee a call back today but Supervisor will return call by noon 6-25-09. Supervisor to review.
NARDONP	06/24/2009 04:17:05 PM	Call To Pete Lenz		402107		RCM advised checking to see if the part for Customer vehicle has arrived. DP states they did receive the part today. RCM advised would like to be transferred to service. DP to transfer RCM.
NARDONP	06/24/2009 04:19:58 PM	Transfer To Pat Malone		402107		RCM advised was informed by parts that the mechatronics unit for Customer vehicle has arrived and RCM wanted to get an ETA for repairs. Service Advisor states the Customer has an appointment for tomorrow and the vehicle should be finished the same day. Supervisor to review.
RIESH	06/25/2009 10:25:58 AM	Call To [REDACTED]				Supervisor advised I understand part has come in and vehicle can be repaired today. Customer states he is currently on his way to the dealership to have the vehicle repaired; is dissatisfied with VW and its business practices; there are two other customer's whose parts were ordered before his, who did not receive them yet; made it very clear that he did not want his phone calls to put him above the other customers waiting for the part. Supervisor advised although all the parts have the same name, there are actually a number of different part numbers; some of them do become available before others and that may be why there are still some customers waiting. Customer states he will never do business with VW again. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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2008 Eos 2.0L [REDACTED]	090144626	Customer Relations	WVWBA71F08V [REDACTED]	15,000		
WHEELEK	06/09/2009 09:52:17 AM	Call From [REDACTED]				Complaint 401425 Pr. Part: 3885-Mechatronics Pr. Rsn: 41Q Availability
Customer states: Original owner; /VCI/\$450.00; This customer/family has owned 2 vehicle(s); maintains the vehicles at our dealers; has experienced multiple vehicle issues; took vehicle to dealer for the 15K maintenance. and mentioned vehicle does not seem to "run right"; Customer is seeking/expecting to have a more comparable rental; working with Service Advisor - Jessica Mills at dealer 401425; this customer perceives this to be a premature failure; he is disappointed, because he wanted to use the convertible top for the summer; he was advised by Service Advisor, this morning, the estimated time of arrival for the part went from 3 days to 7-6-2009; he is currently in a Toyota Corolla, which does not have a sunroof; he is also,going to meet with the Sales Manager about getting into a MY2009; he lacks confidence that the vehicle will not continue to have problems. CO advised: the part he needs is specifically made for his vehicle; the dealer will have the most up-to-date information on the part (i.e. mechatronics); VW provides alternate transportation as a provision of the warranty; he concerns have been documented regarding his dissatisfaction, and possible trade-in of vehicle; due to the nature of his concern/request, will forward to a RCM for research; VW may not be able to change or upgrade the rental vehicle; will receive an update by COB, Wednesday, 4-10-2009. CO to forward to RCM for action.						Complaint 401425 Part: 3885-Mechatronics Rsn: 56E Hesitation
WHEELEK	06/09/2009 09:59:02 AM	Assigned To EAR				Inquiry 401425 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
Please research customer's request; dealer 401425 initially told him the part would arrive within 3 days, but now have provided an ETA of 7-6-2009; can be reached on cellular number between 8-5. RCM to research and/or contact dealer 401425.						
SZYMANT	06/09/2009 12:15:23 PM	Assigned To SZYMANT				
SZYMANT	06/09/2009 02:03:04 PM	Voice Mail To Justin		401425		
RCM LVMM with service manager; seeking to know pricing for upgraded rentals, and to discuss situation. RCM to wait dealer 401425 call.						
SZYMANT	06/10/2009 12:06:52 PM	Call To Justin		401425		
Service manager states will research with Enterprise to see if they have anything with a sunroof; the vehicle has been there since June 6; the customer is now seeking a different vehicle; he sent an FYI to FOM Mark; RCM may want to talk to sales department. RCM to call dealer 401425 sales department.						

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SZYMANT	06/10/2009 02:49:03 PM	Voice Mail To Rich		401425		RCM LVMM with sales manager; seeking to know if customer had discussed something with customer about getting him into a different vehicle. RCM to wait dealer 401425 call.
SZYMANT	06/10/2009 02:52:00 PM	Call To [REDACTED]				RCM advised we are calling to touch base. Customer states he took his vehicle in for a 15 k oil change, and he got an e-mail that the vehicle would be down for a month; it was very surprising; seeks to know if RCM has any update on the part. RCM advised do not have any updates on the parts at this time; it's possible the part may come in sooner than predicted, but RCM can't make any promises on it. Customer states the Eos is a great car in the summer, and he can't imagine not having it until July. Customer states this vehicle has had lots of concerns from the beginning, and he is wondering if maybe he should trade it in for something simpler, like a Rabbit; he LVMM with sales manager and is waiting for him to get back to him; he will see what is possible with this vehicle. RCM advised understands customer was not happy with the rental; can see if there is anything with a sunroof that could be provided; can't promise can assist with that; will update him by COB tomorrow 6/11. RCM to wait dealer 401425 call.
SZYMANT	06/11/2009 02:26:11 PM	Call To PETERSG				Level 2 states he would recommend calling FOM on this one. RCM to call FOM.
SZYMANT	06/11/2009 03:23:55 PM	Call To Cassie		401425		FOM is out office so RCM tried to reach sales manager. DP states sales manager is out today. RCM to speak to service manager.
SZYMANT	06/11/2009 03:24:57 PM	Voice Mail To Justin		401425		RCM LVMM with service manager; seeking to know if he had heard back from the FOM or sales manager with regard to customer's vehicle. RCM to wait dealer 401425 call.
SZYMANT	06/11/2009 04:50:23 PM	E-Mail From Justin		401425		Service manager forwarded e-mail FOM had sent to him yesterday; FOM states in the e-mail that he is looking at the situation. (FOM is now out of office until Monday 6/15). RCM to call dealer 401425.
SZYMANT	06/11/2009 04:59:34 PM	Call To Justin		401425		Service manager apologized and advised he did not have time to call Enterprise; sales manager has been out. RCM advised will call him tomorrow 6/12. RCM to call customer.

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SZYMANT	06/11/2009 05:03:14 PM	Call To [REDACTED]				RCM seeks to know if customer had any further conversations with the sales department. Customer states yes; they advised they made their regional rep aware of customer's situation; hasn't heard back yet; he did hear a lot of bad stories about the mechatronics unit on the internet; not sure what he owes on the vehicle; he might still consider a Rabbit. Customer states he now has a 70 mile commute and it really bothers him that he has no sunroof in the rental; he pays a healthy car payment through VCI, has a parking permit for his city that he is paying for but not using, and has satellite radio that he is paying for but can't use. Customer states he is very torn because he loves the vehicle and it is fun, but wonders if he needs a different vehicle. RCM advised our goal is to repair vehicle within terms of the warranty, but if that is his request, he can let us know. Customer states not sure. RCM advised will follow up with him on rental situation tomorrow 6/12. RCM to call dealer 401425.
SZYMANT	06/12/2009 09:17:07 AM	Call To Rich		401425		RCM seeks some more specific information with regard to what sales department has discussed with the customer. Sales manager states this person's salesperson is out today; he does know they let the service manager know that the FOM should be contacted and that some trade assist might be a good idea. RCM seeks to know if sales manager knows how much it would take to get customer into another Eos. Sales manager states not sure; he does think customer owes about \$23,000 on this vehicle. RCM advised customer is not being 100% clear on what he wants; RCM suspects customer would like some options; he mentioned to RCM that maybe a Rabbit without a DSG would be a good option; RCM is working on trying to get customer a better rental with a sunroof. Sales manager states he is very aware of this case, and will definitely do what he can for the customer, but we do have to wait for some information from the field. RCM to speak to service manager.
SZYMANT	06/12/2009 09:19:38 AM	Continued Comment With Justin		401425		Service manager states he hasn't had a chance to call Enterprise yet; will do so and call RCM back; customer sent an e-mail to his service advisor; the e-mail states he is very upset about the situation with the vehicle and the rental; states he spends 3 hours in the car a day due to his job, and he's paying too much to be driving a vehicle he doesn't want to drive. RCM advised if we can find customer something more upgraded, dealership can submit \$25/day under warranty and RCM can provide goodwill assistance on the rest of it; we would need the prices before committing to anything, and would need to put a time limit on it. RCM to wait dealer 401425 call.
SZYMANT	06/12/2009 09:34:36 AM	Return Call From Justin		401425		Service manager states Enterprise has a brand new, loaded Taurus with a sunroof for \$40.15/day; they close at five. RCM advised will call customer and offer to put him that for up to two weeks; if part is not in by then or if his situation is not resolved at that point, we can revisit at that point; dealer can submit \$25/day of that under warranty, so VW would be providing \$15.15/day of that under goodwill, with a total of about \$212 in goodwill dollars for 14 days. RCM to call customer.

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SZYMANT	06/12/2009 09:40:18 AM	Voice Mail To [REDACTED]				RCM LVMM with customer; asked him to call me back as soon as he has a moment; Enterprise does have something of an upgrade with a sunroof available; we would need confirmation if customer is going to be interested in it so we can have it reserved for him. RCM to wait customer call.
SZYMANT	06/12/2009 09:51:40 AM	E-Mail From Justin		401425		The rental is a black Taurus. RCM to wait customer call.
HOFFMAB	06/12/2009 09:57:38 AM	Call From [REDACTED]				Customer returning call. CA to transfer to RCM
HOFFMAB	06/12/2009 09:58:14 AM	Transfer To associate - Eastern Region				Call transferred to RCM
SZYMANT	06/12/2009 10:12:12 AM	Continued Comment From [REDACTED]				RCM advised the Enterprise location by dealer 401425 has an upgraded Ford Taurus with a moon roof he could pick up by 5 tonight; VW will keep him in that as a Goodwill gesture for up to 2 weeks; if part isn't received by then, or if there is no answer to his request/concerns at that time yet, we can see if that vehicle would still be available at that time. Customer states he needs to go to his Eos today to pick up some personal items out of the vehicle; can't get to the dealership until 7:30 or 8 at night. Customer states it's been a week that the car has been at the dealership; he seeks either a different Eos, or a different VW without a DSG (such as a Rabbit); he seeks an answer and some options by COB today. RCM advised evaluation process can take some time; even if we can meet his expectations, cannot promise we'll have an answer today; if the rental is a big concern for him, he may wish to take advantage of the upgraded rental. Customer states that's fine. RCM advised will speak to dealership about Enterprise vehicle and hour customer would arrive; will call him back today 6/12. RCM to e-mail med/arb and FOM.

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SZYMANT	06/12/2009 10:18:31 AM	E-Mail To FOM, med/arb				
ACTION REQUIRED - Urgent Customer Case @ 401425						
The following customer has contacted Customer CARE. I have confirmed that the vehicle will have possibly over a month down once their mechatronics unit arrives.						
The customer is seeking some options: either some help trading into another Eos, or another VW without the DSG transmission, such as a Rabbit. Mark has been made aware of the request by 401425, but he is out of the office. The dealer feels some trade assist might be a good idea.						
The customer is hoping for some answers today. I explained it may not be possible, but that I'd look into it.						
Customer Name: [REDACTED]						
VIN: WVWBA71F08V [REDACTED]						
Model/Model Year: 2008 Eos						
In-service Date: 4/27/08						
Mileage: 15,000						
Is the vehicle at the dealer for repairs: Yes. Mechatronics unit is on backorder with possible ETA of 7/6.						
The customer is very unhappy about driving a Toyota rental without a sunroof. I am working to put him in an upgraded rental with a sunroof to at least make him more comfortable. He spends 3 hours daily in the car due to his commute.						
I have not offered anything else yet (e.g. vehicle payment) as it was suggested I let the FOM know about this case first.						
Next steps/CARE action: I have promised the customer a return call by COB today; it would helpful if I could have your input before this date. Since this is coming from a group mailbox, we'd appreciate if you could select <input checked="" type="checkbox"/> REPLY TO ALL <input type="checkbox"/> when responding to this email.						
Thank you for your help.						

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Terrie						
Therese Szymanski VWoA Customer CARE Center Eastern Region Case Manager						
Volkswagen of America 3499 West Hamlin Road Rochester Hills, MI 48309						
Phone: 248-754-3699 mailto:therese.szymanski@vw.com						
RCM to call dealer 401425.						
SZYMANT	06/12/2009 11:06:45 AM	Call To Justin	401425			
RCM advised customer is seeking answers today; RCM has explained can't promise them, but that we will do our best; encouraged him to take the upgraded rental; customer can't get to dealership until 7:30 or 8 tonight; also he wants to pick up some personal items from the Eos. Service Manager states he had gotten an e-mail from the FOM Mark that Richard Soucek is backing him up. RCM advised didn't know that; RCM will make Richard aware of customer's request as well; we still likely won't have an answer for customer today. Service Manager states they can leave customer's Eos parked outside of service area, if customer has a key; they will leave customer's Eos locked and will leave the key inside that has his mailbox keys, etc; unfortunately, Enterprise closes at 5, and dealership completely shuts down at 6; there is no way to get customer a rental at 7:30 at night; he can come back in the morning, as Enterprise s open until noon tomorrow, but he isn't' sure that this vehicle would be available at that time. RCM to e-mail FOM Richard.						
SZYMANT	06/12/2009 11:12:59 AM	E-Mail To Richard Soucek				
RCM forwarded e-mail regarding customer request to FOM Richard. RCM to wait field/medarb response.						

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SZYMANT	06/12/2009 01:41:23 PM	Call To [REDACTED]				RCM advised customer rental agency and dealership will be closed by time customer gets there; should be open tomorrow morning, but we'd have to verify if the Taurus would be available at that time. Customer sates might be able to go there tomorrow morning; will need to know how early they open; he does need to get into his Eos tonight. RCM advised dealership can leave his Eos outside; he'd need to bring his valet key; RCM will update him again by COB today 6/12. RCM to call dealer 401425.
SZYMANT	06/12/2009 02:22:38 PM	Voice Mail To Justin		401425		RCM LVMM with service manager; customer is going to need to come get some things out of the Eos today; seeking DP to leave the Eos parked outside and lock his keys in it (the ones with his mail box key); customer is interested in picking up a rental tomorrow morning, but he needs to know the hours and if the Taurus will be available. RCM to wait dealer 401425 call.
SZYMANT	06/12/2009 02:24:52 PM	E-Mail From Richard Soucek				FOM states he has heard a shipment of mechatronics units is due next week, but he doesn't know if it will include customer's; he would be inclined to offer a vehicle payment at this time; would want to know more about the ME guidelines, the customer's history, etc., before considering anything further. RCM to e-mail FOM.
SZYMANT	06/12/2009 02:26:18 PM	E-Mail To Richard (FOM); med/arb				Hello, Thank you for the reply. Here are the basics: This is customer's second VW. Had a 1998 Golf. Lease through VCI for \$450/month. Vehicle has been down for about a week for this issue. Looks like past repairs on this are a steering wheel, rear seat belt, A-pillar trim, front door window guide, rear trunk lid release, and front door window mechanism. Here is the outline of the ME guidelines: Maine Any vehicle purchased or leased. Excludes commercial vehicles over 8,000 pounds; 3 repair attempts or 15 business days out of service; or, 2 years or 18,000 miles. Another thing to note is the sales manager was kind of advocating for the customer to get some trade assist too; RCM to wait field contact.
SZYMANT	06/12/2009 03:58:28 PM	E-Mail From Richard Soucek				FOM states in light of those details, will look at that further. RCM to call FOM.

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SZYMANT	06/12/2009 04:00:16 PM	Call To Richard Souchek				
FOM states he is trying to reach the sales manager as we speak; he is going to discuss some options with the sales manager and he will have the sales manager call customer with further information at some point; RCM can let the customer know this information. RCM to wait dealer 401425 contact.						
SZYMANT	06/12/2009 04:13:14 PM	E-Mail From Justin		401425		
Hi, I got your message, I will leave the EOS outside with the key ring in it. I have reserved the Ford Tourus for him for Sat. 6/13/09 He needs to pick up the car before 12:00pm. It will be the Black Ford Tourus and I advised them that he may be in the car for a while. Their number is 207-284-2004 if he has any questions. The gentleman I spoke with is named Chris. Just remind [REDACTED] that he will need a current drivers license and a valid credit card. The card is for damages that he might do, not for the rental charges. I just put the keys in the center cup holder myself. None of the car keys are in the car, just the extra keys he left on the ring. It is outside the front service door to the left. Everything should be all set. Enterprise opens at 8 am. Justin Koelker RCM to call customer.						
SZYMANT	06/12/2009 05:02:39 PM	Call To [REDACTED]				
RCM advised field representative is in contact with sales manager to discuss what might possibly be done for customer; sales manager will call customer at some point; customer can pick up Taurus rental from dealer 401425 Enterprise tomorrow between 8 and 12. Customer states perhaps he'd consider keeping the vehicle if part gets there soon; not sure. RCM advised if customer decides to keep the vehicle, RCM will offer one month's vehicle payment; customer may wish to talk to sales manager before making any decisions. Customer states will do so. RCM advised will touch base with customer Monday 6/15. Customer states will not go to Eos tonight after all; will wait until tomorrow. RCM to e-mail service manager.						
SZYMANT	06/12/2009 05:25:53 PM	E-Mail To Justin		401425		
RCM sent e-mail to service manager advising customer will wait until tomorrow and get his items from the Eos when he picks up the rental in the morning. RCM to e-mail FOM.						
SZYMANT	06/12/2009 05:39:57 PM	E-Mail To FOM, med/arb				
FOM states that's good; he'll follow up when he hears more. RCM to follow up.						

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SZYMANT	06/15/2009 08:37:42 AM	E-Mail From Richard				
MULLIGM	06/15/2009 08:38:14 AM	Call From [REDACTED]				
	Customer states seeking RCM; CA advised RCM set to follow up with Customer by COB today; Customer states he has further information for RCM; CA to transfer to RCM.					
MULLIGM	06/15/2009 08:39:33 AM	Transfer To Terrie				
	RCM available; CA transfers Customer.					
SZYMANT	06/15/2009 08:50:32 AM	Continued Comment From [REDACTED]				
	Customer states he is disappointed and frustrated; he heard from Rich the sales manager at dealer 401425; he advised that he had been told customer was satisfied with the offer of one month's vehicle payment and an upgraded rental. RCM advised that is not what RCM conveyed; RCM conveyed that it was a possibility. Customer states Rich the sales manager had been in contact with either Mark Watson or Richard Soucek about getting customer some help; Rich states VW will offer 10% off the MSRP of a new vehicle; they he had thought this would be a wash and he wouldn't have to pay any extra; he'd have to put in \$2000 extra and he feels shouldn't have to; he'd have to pay \$100 extra per month; dealership told him it was a used vehicle and had lost 1/3 of its value; he waited several hours to get the rental, and also in the discussions with the sales manager; as a result, he was late for his meeting in Boston; on the way, the sunroof on the rental broke; he stopped at a Ford dealership to get it fixed; then, he got a speeding ticket; he was thus very frustrated. Customer states he's done more research; does like the vehicle but has reservations; has concerns about getting a Rabbit as well. Customer seeks failure stats/ technical publications on this vehicle. RCM advised don't have failure stats here; customer can go to nhtsa.gov; technical publications are internal proprietary information. Call dropped RCM to call customer.					
JONESTR	06/15/2009 08:53:31 AM	Return Call From [REDACTED]				
	Customer seeking RCM, states cell call dropped. CA advised I will transfer call to RCM. CA to call RCM.					
JONESTR	06/15/2009 08:53:46 AM	Transfer To Terrie				
	CA spoke with RCM, advised to transfer call. CA transferred call.					

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SZYMANT	06/15/2009 09:42:51 AM	Continued Comment From [REDACTED]				
<p>Customer states his cell phone cut out. Customer states he still considers this a very new vehicle; his friends and family are telling him this should not be happening; he heard something that the vehicle was required to get repaired within 15 days. RCM advised we are looking at his request from a customer satisfaction perspective; if there is something else customer is seeking, he would need to let us know specifically so we could evaluate; otherwise, customer does have 30 days to think about our offer for a vehicle payment; if repairs take longer than that, we can reevaluate at that time; offer made to him for trade assist came from VW field, and RCM can't overturn that; if customer is referring to Lemon Law when he speaks about repairs within a certain timeframe, he should be aware that he is welcome to pursue that route if he so chooses, but he would need to do that on his own. Customer states he obviously doesn't want to pursue that; he is at a loss; can't even comment on the prospect of not having his vehicle for 30 days; seeks Richard Soucek to call him; he also may e-mail Mark Watson. RCM seeks to know who gave customer those names. Customer states Rich in sales, and Justin in service gave him Mark's e-mail. RCM advised field reps are dealer resources, and RCM cannot arrange them to call him, but RCM will note his request. Customer seeks update on part and any field rep feedback. RCM advised can update him by tomorrow 6/16. RCM to e-mail FOM/med-arb.</p>						
SZYMANT	06/15/2009 09:43:05 AM	E-Mail To FOM, med/arb				
<p>Hi Richard, I just wanted to update you. [REDACTED] is very disappointed in the trade-assist offer. He was hoping it would be a wash. Also, he says 1) Rich, the sales manager didn't call him; he had to call Rich, and then Rich said he was told customer was satisfied with the vehicle payment and upgraded rental. What was conveyed by me, at least, was that he was kicking around the idea but wanted some options; he didn't accept anything and was still waiting to hear from Rich. 2) Rich gave him your name and Mark's name (I don't know if you are okay with that or not) 3) Justin in service gave him Mark's contact info, which, again, I don't know if Mark is okay with 4) He would like you to call him. I explained field reps are a dealer resource and I could not make that arrangement, but that I'd pass the request on. Do you think you will call him? 5) He had to wait for hours for the upgraded rental, and then got a speeding ticket as he was late for his appointment; I asked him what specifically he would like us to do or look into, and he could not give me an answer. I told him that he has 30 days to let me know if he'd like the vehicle payment, and if vehicle was still down after a month, we could reevaluate. He was so upset by that prospect that he couldn't even respond. He is also mentioning repair attempts within a certain timeframe. I advised him if he is referring to Lemon Laws, that is something he'd need to pursue on his own; I explained we can evaluate his requests on a customer satisfaction, rather than a legal basis. He is also asking for percentages and stats on the failure rates for the Eos, plus any published technical docs about the EOS. I referred him to nhtsa.gov to look into complaints about the Eos, and advised we don't have stats here; also advised him any technical bulletins, etc., would be proprietary information, so I would be unable to share any of that with customer. He's expecting an update by tomorrow from me. Wait FOM response</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT	06/15/2009 01:41:59 PM	E-Mail From Richard				FOM states sorry to hear of customer's dissatisfaction; sounds like RCM covered all bases; can call customer, but not sure what it will accomplish. RCM to e-mail FOM.
SZYMANT	06/15/2009 01:42:41 PM	E-Mail To FOM/med arb				Hi Richard, Thanks for the reply. I guess at this point, I don't know what he hopes to gain. There's a good chance he wants to vent, but I can't say for sure. However, it may make him further lose his faith in VW if you don't call him. I will leave it up to you. Do you want me to tell him to expect to hear from you, or I can just say I passed on the request, but don't know if you'll call?? RCM to wait FOM response.
SZYMANT	06/15/2009 01:43:26 PM	E-Mail From Richard				FOM states he will call the customer now. RCM to follow up.
SZYMANT	06/15/2009 05:45:23 PM	E-Mail From Richard Soucek				FOM states just called customer; his phone went into voice mail and FOM left a message for [REDACTED] FOM advised he was a local Representative in New England, that he had reviewed the file it and it appeared he had been informed of a number of options related to either repairing or replacing his car; advised customer if there was anything more we could do or if there was something specific he would like us to do that he please feel free to contact us again; advised him that RCM is more than capable of providing information and assistance and again, if there was anything specific he wanted to please let CCC know. FOM states did not leave his phone number; he hopes this doesn't further upset him; FOM is not as familiar with ME Lemon Law in terms of settlement, however FOM is sure it bears some resemblance to MA, RI, or CT and all of them require some contribution from the customer for time/mileage; customer's options have been clearly laid out and he does need to provide some direction if he is unhappy with those, but FOM does not believe a direct swap of vehicles is warranted at this point. RCM to follow up.

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SZYMANT	06/15/2009 05:48:04 PM	E-Mail From Mark Watson				<p>FOM sent e-mail to RCM Richard, LINDSAB (med/arb), and RCM. FOM states he had requested parts review the ETA for the mechatronix unit for this vehicle last week; heard back from Pat Thompson in Parts this morning and the part was not expected to arrive until 7/6/09 at the earliest; based on this ETA, QTM Skip Brownell has approved a replacement transmission for [REDACTED] vehicle; the transmission has been ordered and is on it's way from the Fort Worth PDC; once he gets the ETA from parts, FOM will call the customer and advise; provided the parts info for [REDACTED] vehicle: the trans is 02e300044kx009 ordered now and coming from 414 [sales doc 1005754389] RCM to follow up.</p>
SZYMANT	06/16/2009 10:31:52 AM	Call From Mark Watson				<p>FOM states they are ordering a whole new transmission instead of just a mechatronics unit; customer should have his vehicle back tomorrow if all goes well; we will stand behind our offer of a vehicle payment or trade assist, plus the upgraded rental; he is not going to call the customer personally. RCM to call customer.</p>
SZYMANT	06/16/2009 12:47:28 PM	Call To [REDACTED]				<p>RCM advised customer there has been an update in regard to repair situation; VW is going to replace the whole transmission instead of just the mechatronics unit; part should be there today; if all goes well, vehicle may be ready tomorrow, although we can't promise that will be the case; RCM will continue to follow up on the repairs; in the meantime, customer has been advised of offers for a vehicle payment; was also given the option of trade assist. Customer states would consider trade assist if it was an even trade, but he'd have to pay \$2000 extra, and he can't justify that. Customer states FOM Richard did LVMM for him and basically referred him to work with the RCM; didn't leave any contact information. RCM advised it is correct that I am in place to address customer's concerns; it is up to him as to how he wants to proceed; RCM will continue to follow up on repairs and will touch base with him by 1 p.m. tomorrow 6/17. Customer seeks to know how long warranty on new transmission will be. RCM advised it will be covered for manufacturer's shortcomings until 60 k miles or 4/27/13, WCF. Customer states there were a couple of other things, such as the compass not working correctly, that he wanted dealer to look at; wants to make sure they still do. RCM advised will let Service Manager know. RCM to call dealer 401425.</p>

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SZYMANT	06/16/2009 01:34:05 PM	Call To Jess		401425		Service Advisor states Service Manager is with a customer; she can take a message for him. RCM advised customer wants to make sure the compass concern and other items he mentioned would be taken care of. Service Advisor states yes, they are on the Repair Order and will be addressed. RCM seeks to know if the transmission came in. Service Advisor states she believes so. RCM to e-mail the Service Manager.
SZYMANT	06/16/2009 01:56:59 PM	E-Mail To Justin		401425		RCM sent e-mail dealer 401425 service manager; seeking to confirm if transmission is in and if they will address the compass and other items customer mentioned. RCM to wait dealer 401425 e-mail.
SZYMANT	06/16/2009 02:42:20 PM	E-Mail From Justin		401425		yes the part is here. We are working on removing the old unit as we speak. We have already looked at the key and compass issues and corrected them. I have a ton of work in the shop right now, so the tech is working on two cars at once. I was holding off a little before I told him the part was here in fear that he will expect it tomorrow. I think realistically the car will be finished towards the end of the day Thrs. We are going way around the normal repair to help this guy out, but there is a lot more labor involved. I will call him and let him know the part is here now, but it probably wont be done until Thrs afternoon. Justin Koelker RCM to follow up.
SZYMANT	06/17/2009 11:29:47 AM	Call To [REDACTED]				RCM advised dealer 401425 service manager states they did address the key and the compass already; vehicle will hopefully be ready tomorrow. Customer seeks to know 1) will repair show up on a CarFax report 2) he may not get to dealership until late tomorrow; can he drop off the rental? 3) will somebody from the dealership be available to meet him so he can get the vehicle? 4) if mechatronics unit is built specifically to the car, and they are replacing the transmission, but that is not specific to the vehicle, how does that work? RCM advised believes any warranty repair will show up on CarFax report, but RCM can't say for sure as she doesn't work for them. RCM advised will check into those other things and update him by COB today 6/17. RCM to call dealer 401425.
SZYMANT	06/17/2009 02:54:40 PM	Voice Mail To Justin		401425		RCM LVMM; seeking to ask a few questions. RCM to wait dealer 401425 call.

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SZYMANT	06/17/2009 04:11:59 PM	Call From Justin		401425		<p>IF we finish the trans tomorrow he will get a call from the service department telling him it is done. Service is open late on Thrs. until 7 pm and sales is open until 8PM. Someone will be here to trade cars with him up until that point. Usually sales or the receptionist if service is closed.</p> <p>As for the mechatronics unit, it is coded to the specific transmission that the car is equipped with. So when we order one for a customer, it has to be ordered by Vin and transmission. Being that the normal replacement of a mechatronics unit is not to put an entire transmission in the car to solve the problem, we are dealing with a different scenario. The trans is built for his car, and the mechatronics unit is built for that transmission. Therefore we do not need to program anything because VW already adapted it to work with the new transmission. Hopefully this all makes sense and I answered your question. Give me a call if you need further help. Thanks.</p> <p>Justin Justin Koelker RCM to e-mail dealer 401425.</p>
SZYMANT	06/17/2009 04:23:53 PM	E-Mail To Justin		401425		<p>Thanks.</p> <p>I know everything closes up early on Friday.</p> <p>So, if it is done Friday, can he do the swap Saturday morning before noon?</p> <p>RCM to wait dealer 401425 e-mail.</p>
SZYMANT	06/17/2009 04:35:39 PM	Call To [REDACTED]				<p>RCM advised customer dealer 401425 service department will be open until 7 p.m. tomorrow, and sales will be there until 8 p.m.; somebody would be there until that point to swap vehicles with the customer. RCM advised customer if they don't complete the vehicle tomorrow, or if he can't get there, customer may need to pick vehicle up Saturday morning since the dealership closes early on Friday. RCM advised the mechatronics unit is coded specifically to his transmission; so, the mechatronics unit in his new transmission will already be coded to his vehicle. Customer seeks to know what time tomorrow he'll know if his vehicle will be ready. RCM advised not sure, but will call dealership in the afternoon and update him by COB tomorrow 6/18. RCM to follow up.</p>

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CASE NUMBERS SOURCE: All

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SZYMANT	06/18/2009 03:10:54 PM	Call To Justin		401425		RCM seeks update on vehicle. Service manager states there is a good likelihood it will be done today; however, they don't want to release the vehicle to the customer until they have put some miles on it and made absolutely certain everything is good. Service Manager states they have been working diligently on this and haven't run into any concerns, however, it is a big job. RCM advised due to customer's long commute and fact that service department closes early on Friday, customer would probably have to pick it up Saturday morning. RCM advised will let customer know he most likely won't be able to pick up the vehicle tonight. RCM to call customer.
SZYMANT	06/18/2009 04:28:50 PM	Call To [REDACTED]				RCM advised service manager states it is likely the vehicle will be done today, but they want to be certain it is set. Customer states will wait until Saturday probably regardless to pick up vehicle. RCM advised Enterprise closes at noon on Saturday, but if customer cannot get there until later, that's okay; RCM will pay for the day and a half rental until Enterprise reopens on Monday. Customer states is anxious to get the car on Saturday as early as he can. Customer states RCM doesn't need to follow up with him tomorrow unless there is something noteworthy; otherwise, he'll call RCM Monday. RCM to follow up.
SZYMANT	06/19/2009 11:22:33 AM	E-Mail From Justin		401425		[REDACTED] Car is "done-done". We had to wait for the rain to slow down so we could listen to the transmission. Everything is ok. Thanks. Justin RCM to e-mail dealer 401425.
SZYMANT	06/19/2009 11:23:07 AM	E-Mail To Justin		401425		Okay, thank you! So, I'm okay to call the customer and advise him it's ready for whenever he picks it up? One other thing to advise you: Because of the customer's long commute, he will not be able to get there until tomorrow morning. He will probably get there before noon. However, if he doesn't, and I have to eat another day and half of rental, I will. I don't want to charge him for it. I just want this wrapped up and the customer happy. Is that okay with you? RCM to wait dealer 401425 e-mail.

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SZYMANT	06/19/2009 11:52:25 AM	E-Mail From Justin		401425		<p>Yes, the car is ready to roll. If he cant make it here today or before 12 tomorrow, we will just let him take it when he gets here Sat.</p> <p>RCM to wait customer call (customer states will call RCM on Monday 6/22).</p>
SZYMANT	06/23/2009 10:26:56 AM	E-Mail To Justin		401425		<p>Good morning Justin, Hope you're doing well; Just wondering if [REDACTED] picked up the Eos on Saturday, and how things went; Also, when did the rental get turned in? Finally, do I need to EFT you for the rental, or can that be a goodwill claim? Thanks, Terrie</p> <p>RCM to wait dealer 401425 e-mail.</p>
SZYMANT	06/23/2009 02:13:38 PM	E-Mail From Justin		401425		<p>Service manager states yes, he picked the vehicle up. RCM to call customer.</p>
SZYMANT	06/23/2009 02:16:08 PM	Voice Mail To [REDACTED]				<p>RCM LVMM with customer; advised seeking to follow up with him; hope things are going well with the vehicle; advised if he'd like to accept the offer of the vehicle payment, he'd need to confirm that with us by 7/16/09. RCM to wait customer call.</p>
SZYMANT	06/25/2009 10:23:13 AM	Voice Mail To [REDACTED]				<p>RCM LVMM customer; advised wanted to see how things were going and see if would like to accept the vehicle payment; if he would like to accept, he would need to let me know by 7/16/09. No further action pending customer call.</p>

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2008 Eos 3.2L						
	090144971	Mediation/Arbitration	WVWDB71F88		10,000	Unknown 406404
MORRISC	06/09/2009 02:52:46 PM	Attached Mail From David Gorberg Received prelim letter from atty listing concerns with the trans control module 2x. Atty did not provide the ROs or financial info.				Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
MORRISC	06/09/2009 02:58:36 PM	Call From David Gorberg Atty advised cust just called saying he was offered 2 veh payments by CR. Atty inquired if VWoA would agree to \$3k. Advised atty I would contact him back.				Unknown 406404 Part: SCV1-SPECIAL CODE -CORPORATE USE ONLY Rsn: 56E Hesitation
MORRISC	06/09/2009 03:01:47 PM	E-Mail To Ellen Becker cc:Jamie Kalis: 406404 Hi Ellen, [REDACTED] has retained an attorney due to concerns with the transmission control module and a transmission leak. How many times has the vehicle been in for this concern and what are the total days out of service for warranty repairs? WVWDB71F88V [REDACTED] Thank you!				Unknown Rsn: H22 Technical Issue (Med/Arb only)
MORRISC	06/15/2009 10:11:43 AM	E-Mail From Ellen Becker 406404 Hi Cheri- This past repair for the mechatronic unit the vehicle was brought in May 1st & completed June 5th. The customer did not receive the vehicle back until June 6th. Vehicle was here for a ticking noise 11/24-11/29/08 for that repair. Also 11/20 -11/22/08 for a 5K, water leak, & ticking noise. This was also the time of his first complaint of a shifting problem that we were unable to duplicate. Hope this helps Thank you, Ellen Becker				

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MORRISC	06/15/2009 10:14:10 AM	E-Mail To David Gorberg				
		Hi David,				
		Please send me a current registration for this customer.				
		Thanks, Cheri				
MORRISC	06/15/2009 10:39:31 AM	Note To Med/Arb				
		Will offer \$1,500 to cust and \$1,500 in fees pending current registration.				
MORRISC	06/15/2009 02:36:22 PM	E-Mail From David Gorberg				
		settled for 1.5k to client and 1.5k in fees. Will get you reg shortly. David				
MORRISC	06/18/2009 01:33:42 PM	E-Mail From David Gorberg				
		Received a copy of the registration.				
MORRISC	06/18/2009 01:45:28 PM	E-Mail To David Gorberg				
		E-mailed release.				
MORRISC	07/17/2009 07:58:46 AM	Attached Mail From David Gorberg				
		Original signed release.				
MORRISC	07/17/2009 08:00:45 AM	E-Mail To Jamie Kaliszewski				
		Advised case has been settled.				
MORRISC	07/17/2009 08:04:16 AM	Approved By CM				
		Settlement check request.				

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FERGUSH	07/23/2009 01:11:38 PM	Assigned To MORRISC				
	Check # [REDACTED]	for amount \$1,500.00 received.				
	Forwarded check to advocate for handling.					
FERGUSH	07/23/2009 01:11:38 PM	Assigned To MORRISC				
	Check # [REDACTED]	for amount \$1,500.00 received.				
	Forwarded check to advocate for handling.					
MORRISC	07/24/2009 08:04:55 AM	Mail To David Gorberg				
	Checks to atty.					
ARMITAR	07/31/2009 04:52:25 PM	Note To CCC				
	Scanned file to doc center.					

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2008 Eos 2.0L						
	090147593	Customer Relations	WVWBA71F28V		22,195	
PARKERW	06/12/2009 12:45:45 PM	Call From				Complaint 408278
	Customer (mother) states that her daughter's vehicle dies on the high more than once. Customer advised that the vehicle is now at Dealer 408278 and that SVC Manager RAYMOND advised them that the transmission brain was defective. Customer() advised that her daughter does heart transplants that she needs a reliable vehicle. Customer suggest that the vehicle is a lemon and is seeking a lease payment to be covered by VW since they were advised that there is no ETA on when the part will become available. Customer would like to be contact for this issue due to her daughter hard to reach due to work. CO advised will document concerns and send information to RCM for review. Customer can be reached at CO advised will have RCM contact Customer back by COB MON JUNE 15, 2009. RCM to review for lease payment coverage.					Pr. Part: 3885-Mechatronics Pr. Rsn: 10T Unusual transmission noises
PARKERW	06/12/2009 12:57:38 PM	Assigned To EASTERN				
	RCM to review for assistance with lease payment due to no ETA on part. CUST () to recieve call by COB MON JUNE 15, 2009 a t215 768 6415. RCM to review.					
HAWLEYD	06/12/2009 01:12:18 PM	Call To Bill Simmons			408278	
	Service manager advised that they are still working on the vehicle and that the tech is going to test drive the vehicle as they are not able to get duplicate the concern. Service manager advised that he will verify with the service advisor that we have a diagnosis and if the customer is in a rental vehicle. RCM waiting for service manager call back.					
HAWLEYD	06/12/2009 01:19:49 PM	Assigned To HAWLEYD				
	Assigned for handling.					
HAWLEYD	06/15/2009 12:08:43 PM	Voice Mail To Bill Simmons			408278	
	RCM LMTRMC. RCM provided customer name, direct line and reason for call. RCM waiting for service manager call back.					

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HAWLEYD	06/15/2009 04:41:01 PM	Call To [REDACTED] Mother)				
RCM advised customer that this is a courtesy call to let her know that we are still waiting for information from the dealer. Customer states that she would like a vehicle payment and to file for lemon law in regard to this vehicle. RCM advised customer that we can look into that once we have repaired the vehicle. Customer states that we would follow up with her by COB on Tuesday 6/16/09.						
PARKERW	06/16/2009 09:59:19 AM	Call From [REDACTED] CUST MOTHER	408278			
CUST (mother [REDACTED]) called back to advise of new info from DLR 408278. CUST(mother [REDACTED]) advised that she was informed by Raymond SVC MGR at DLR 408278 that the part will take at lease a month to come in from Germany. CUST (mother [REDACTED]) still expecting lease payment. CO will send to RCM regarding for on lease payment.						
PARKERW	06/16/2009 10:13:34 AM	Assigned To EASTERN				
CUST mother called back to advise that DLR states at lease a month until vehicle fix. CUST(mother [REDACTED]) still looking for lease payment. RCM to review for lease payment.						
HAWLEYD	06/16/2009 12:48:53 PM	Voice Mail From Bill Simmons	408278			
Service manager LVMM. RCM to contact service manager.						
HAWLEYD	06/16/2009 12:49:20 PM	Call To Bill Simmons	408278			
Service manager advised that the customer is in their Tiguan loaner vehicle. Service manager advised that the RO was opened on 6/9/09 and they ordered the part on 6/11/09 and they do not have an ETA when the part will be arriving. RCM to contact customer and advised that once the vehicle is repaired we will look into her request. RCM to contact customer.						
HAWLEYD	06/16/2009 03:03:29 PM	Call To Kelley (Mom)				
RCM advised customer that we are currently waiting for the part to arrive and we will continue to follow up until the vehicle is repaired. RCM advised that once the vehicle is repaired we will look into the request. Customer states that she would like to know about her daughter's vehicle payment. RCM advised customer to continue to make the payment and once we have the vehicle repaired and we know exactly how many days her daughter has been out of the vehicle we can look also at the request for a vehicle payment. RCM advised that the part is being built VIN specific and it does take several weeks for us to obtain it. RCM advised that she would like to follow up with her by COB on Friday 6/26/09. Customer states that would be fine. RCM advised that if something comes up to please contact us. RCM to follow up.						

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HAWLEYD	06/16/2009 03:16:20 PM	E-Mail To Karen Riveros				
	RCM sent e-mail to FOM as an FYI in regard to this vehicle and the repair that is needed and customer's request. RCM to follow up.					
GHIDROA	06/23/2009 04:48:38 PM	Return Call From [REDACTED]				
	Customer states: her mother has been calling to speak for customer however customer is highly dissatisfied with the fact that she has a vehicle payment that is due and she would not like to pay since she has been without the vehicle for a while. CA advised: RCM advised customer of possible reimbursement; will transfer the call to RCM; in case RCM is assisting another customer call will be forwarded into RCM voicemail. CA to transfer the call.					
GHIDROA	06/23/2009 04:52:13 PM	Transfer To Diane				
	CA transfers call to RCM voicemail. RCM to review customer's message.					
HAWLEYD	06/24/2009 09:35:35 AM	Voice Mail To Bill Simmons		408278		
	RCM LMTRMC. RCM provided customer name, direct line and seeking update on part arrival. RCM waiting for service manager call back.					
CALDWEM	06/24/2009 11:33:10 AM	Return Call From [REDACTED]				
	Customer states seeking to speak with the RCM, VM offered, CA attempt to contact the RCM.					
CALDWEM	06/24/2009 11:35:21 AM	Transfer To HAWLEYD				
	CA transfer call to the RCM VM, RCM continues with Customer.					
HAWLEYD	06/24/2009 01:08:22 PM	Voice Mail From [REDACTED]				
	Customer LVMM advising that she would like RCM to call her in regard to her vehicle payment. RCM to contact customer.					
HAWLEYD	06/24/2009 01:09:25 PM	Voice Mail To [REDACTED]				
	RCM LMTRMC. RCM or CA - Please advise customer that she would need to continue make her vehicle payments. Please advise customer that once the vehicle is repaired VW will look into her request to either reimburse her for the vehicle payments or replace the vehicle. Please advise customer that by us waiting until the vehicle repaired provides us with the exact amount of time she has been without her vehicle. RCM waiting for customer call back.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ALEXANLA	06/24/2009 01:37:26 PM	Call From [REDACTED] / mom				Relative states seeking to speak with RCM. CA to transfer Relative to RCM.
ALEXANLA	06/24/2009 01:38:50 PM	Transfer To Diane				CA transferred Relative to RCM. RCM to continue with Relative.
HAWLEYD	06/24/2009 01:39:55 PM	Call From [REDACTED] mother)				Customer states that her daughter has been called into work. Customer states that she is seeking clarification in regard to the payments. RCM advised customer that she needs to continue to make the payments on her vehicle and once the vehicle is repaired we will look into either reimbursement for her vehicle payments or a replacement, however we will be able to make that decision once the vehicle is repaired. Customer states that she would like that in writing. RCM advised that we would send her a letter stating that we have an open case with her and we are working to repair her vehicle. RCM advised that we would not put any potential offer in writing as we are waiting to acquire all the correct information. Customer states that is fine, she just wants a letter. RCM advised that we will have that sent to her. RCM advised that we will follow up with her by COB on Friday 6/26/09. RCM to send to correspondence team.
HAWLEYD	06/24/2009 01:49:49 PM	Assigned To ccc				Please send letter to customer advising her that we have an open case for her right now and that we are working with the dealer to obtain the part and repair her vehicle. Please send case back to RCM once the letter has been sent to the customer as RCM has further follow up with this customer. Thank you.
BICKMAD	06/25/2009 05:41:57 AM	Assigned To ANDERSK				
HAWLEYD	06/26/2009 10:35:13 AM	Call From Bill Simmons		408278		Service manager advised that the customer's mechatronic unit has not arrived as of yet, however the FOM maybe assisting in obtaining one for him. RCM to follow up.
HAWLEYD	06/26/2009 12:27:26 PM	Call To Karen Riveros				FOM advised that the one that was available is no longer available. FOM advised that she has asked for the repair history and she will review the history and contact the customer on Monday (6/29/09) as this customer will be a repeat buyback. RCM to contact customer.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HAWLEYD	06/26/2009 03:16:54 PM	Voice Mail To [REDACTED] (mother)				RCM LMTRMC. RCM or CA - Please advise customer that this is a courtesy follow up to advise that we are still working with the parts department to obtain the part for her daughter's vehicle and we will continue to follow up with her. RCM waiting for customer call back.
DUBROCN	06/26/2009 03:36:08 PM	Return Call From [REDACTED] (mother)				Customer is returning CCC call. CA advised we were following up with her to advise that we are continuing to work with the parts department for the part for her daughters vehicle; we will continue to update her as information becomes available. Customer states: acknowledged; would also like to let us know yesterday they had to pick up a rental from Avis that the Dealer set up for them; when they got in the vehicle the oil light came on, the steering wheel was shaking, and the right tire was shaking; horrible experience; they ended up having to take this vehicle back to Avis to get another vehicle. CA apologized for the experience; will document her experience with Avis. CO to review.
ANDERSK	06/26/2009 07:07:31 PM	Mail To [REDACTED]				Letter generated and sent. CA to reassign.
ANDERSK	06/26/2009 07:07:55 PM	Assigned To HAWLEYD				CO to determine next course of action.
HAWLEYD	06/29/2009 11:02:45 AM	Voice Mail To Bill Simmons		408278		RCM LMTRMC. RCM advised service manager that we are seeking to know if they have another mechatronics unit coming in for another customer and what the current mileage is on the vehicle. RCM waiting for service manager call back.
HAWLEYD	06/29/2009 02:24:03 PM	Return Call From Bill Simmons		408278		Service manager advised RCM mileage 22,195. RCM to follow up.
HAWLEYD	06/30/2009 10:21:49 AM	Call From Karen Riveros				FOM advised that she has contacted the customer directly. FOM advised that the service manager did advised that he may have the part and will contact FOM back. FOM advised that she will wait until the vehicle is repaired before making a decision. RCM to follow up.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HAWLEYD	07/01/2009 10:19:38 AM	Voice Mail To Bill Simmons		408278		RCM LMTRMC. RCM provided customer name, direct line and seeking to know if the part has arrived. RCM waiting for service manager call back.
HAWLEYD	07/06/2009 11:30:41 AM	Voice Mail To Bill Simmons		408278		RCM LMTRMC. RCM provided customer name, direct line and reason for call. RCM waiting for service manager call back.
HAWLEYD	07/06/2009 01:02:04 PM	Call From Karen Riveros				FOM advised that she has contacted the customer and will be working with the customer in regards to her request. RCM to contact customer and advise her that the FOM will be her point of contact. RCM to contact customer.
HAWLEYD	07/08/2009 09:22:59 AM	Voice Mail To [REDACTED] (mother)				RCM LMTRMC. RCM or CA - Please advise customer that we understand that the FOM (Karen Riveros) has been made aware of her situation and that the FOM has contacted her. Please advise customer that at this point going forward the FOM will be her point of contact. RCM waiting for customer call back.
HAWLEYD	07/08/2009 10:52:00 AM	Call From Karen Riveros				FOM advised that she has spoken with the customer and they are working on having the customer pick out a replacement vehicle. RCM no longer is needed to follow up with this customer as the FOM has taken over. No further action.

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VOLKSWAGEN OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090149059	Mediation/Arbitration	WVWBA71F48V [REDACTED]	9,030		
MORRISC	06/15/2009 12:44:32 PM	Attached Mail From DAVID GORBEF				Unknown 408230
	Received letter from atty representing cust regarding concerns with the trans. Based on the ROs provided, the veh has returned for veh will jerk when starting after a stop (2x, operating as designed and out of basic settings).					Pr. Part: 3885-Mechatronics
MORRISC	06/15/2009 12:50:07 PM	E-Mail To Cindy Goglia cc:Rick Barke 408203				Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
	Hi Cindy,					
	[REDACTED] has retained an attorney due to concerns with the trans. Attached are the ROs he provided. Are there any additional ROs for this concern? What do you know about this vehicle?					
	WVWBA71F48V [REDACTED]					
	Thanks, Cheri					
MORRISC	06/23/2009 03:29:00 PM	E-Mail From Goglia cc:Barke			408230	
	We have a Mechatronics unit on order which have been on red order and not expected to be here until June 30th					
MORRISC	06/23/2009 03:29:24 PM	E-Mail To Goglia cc:Barke			408230	
	Is she currently driving her vehicle or is it there?					
MORRISC	06/26/2009 09:07:04 AM	E-Mail From Cindy Goglia			408230	
	Received e-mail advising the veh is currently at 408230.					

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VOLKSWAGEN OF AMERICA, INC.
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MORRISC	06/26/2009 09:07:45 AM	E-Mail To Cindy Goglia		408230		
Hi Cindy,						
Just checking to see if the part arrived early? Also, how long has the vehicle been there?						
Thanks!						
Cheri						
MORRISC	06/26/2009 11:06:20 AM	E-Mail From Cindy Goglia		408230		
We got the part yesterday and the car should be done today. It's been here since 5/23						
MORRISC	06/26/2009 11:06:49 AM	E-Mail To Cindy Goglia		408230		
Let me know when it gets returned to [REDACTED]						
Thanks!						
MORRISC	06/26/2009 11:13:04 AM	E-Mail From Cindy Goglia		408230		
You got it						
MORRISC	07/02/2009 03:24:55 PM	Attached Mail From David Gorberg				
Received RO 98452 dated 5/23/09-6/29/09. RO states trans shifting hard and mechatronics was replaced.						
MORRISC	07/02/2009 03:31:52 PM	E-Mail From David Gorberg				
David,						
We are offering \$1,500 to Ms. Schaefer and \$1,500 in fees. Let me know by July 9, 2009 and I will send out the release.						
Cheri						
MORRISC	07/17/2009 08:05:42 AM	E-Mail From David Gorberg				
settled. Please email me release						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	07/17/2009 08:10:05 AM	E-Mail To Rick Barke				
Advised case has been settled.						
MORRISC	07/17/2009 08:13:41 AM	E-Mail To David Gorberg				
David,						
Attached is the release. Please mail an original signature to me.						
Thank you,						
Cheri						
MORRISC	07/17/2009 09:47:33 AM	E-Mail From David Gorberg				
Problem, client is going back for more repairs. Not sure if I can now settle this case..						
MORRISC	07/24/2009 09:55:08 AM	Voice Mail To Cindy Goglia		408230		
LMTRMC. Inquired on current status.						
MORRISC	07/24/2009 11:05:56 AM	Call From Cindy Goglia		408230		
SM stated cust called and then did not show for two service appointments.						
MORRISC	07/24/2009 11:06:23 AM	E-Mail To David Gorberg				
David,						
The service manager is stating she has not shown for two appointments. Please advise.						
Thanks!						
Cheri						
MORRISC	07/24/2009 03:00:25 PM	E-Mail From David Gorberg				
Spoke to [REDACTED]. She said she will take her car in next week. She is having some problems getting off from work.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	07/28/2009 03:28:55 PM	Call From David Gorberg				Atty advised cust brought the veh back and dlr test drove the veh. Atty advised RO states dlr could not duplicate the concern. Atty inquired about replacing the veh. Advised we are not making that offer at this time. Atty advised he will see what cust is seeking and will call me back.
MORRISC	08/21/2009 03:34:07 PM	Note To Med/Arb				Closing pending response from the atty.
MORRISC	09/17/2009 03:42:21 PM	Call From David Gorberg				Atty stated cust is still having concerns with the veh bucking. Inquired if veh has been back to the dlr. Atty advised he did not think so. Advised we will need to have a current diagnosis prior to reviewing for any potential offers.
MORRISC	09/17/2009 03:49:37 PM	E-Mail To Cindy Goglia cc:Rick Barke 408230				Hi Cindy, FYI. I got a call from [REDACTED] attorney and is apparently still having concerns with the vehicle bucking. She is supposed to call and schedule an appointment. Let me know if she does. WVWBA71F48V [REDACTED] Thanks, Cheri
MORRISC	09/17/2009 03:50:10 PM	Note To Med/Arb				Closing pending response from the attorney.

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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2008 Eos 2.0L [REDACTED]	090149293	Customer Relations	WVWBA71F38V [REDACTED]	10,000		
SHORTK	06/15/2009 03:40:20 PM	Call From [REDACTED]				Complaint 408055 Pr. Part: 3885-Mechatronics Pr. Rsn: 40E Software Updates
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 2 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; mechatronics system is faulty; Customer is seeking/expecting VEH to be repaired and part to come in; this customer perceives this to be a premature failure; Customer states he has been driving VEH with faulty transmission. Customer states DLR 408076 keeps advising part is still on order. CO advised customer DLR would be in best position to provide part updates. Customer states seeking his vehicle to be repaired. CO advised customer RCM would evaluate his concern and contact him by COB 6/16/09. CO to escalate to RCM.						Complaint 408055 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
SHORTK	06/15/2009 03:41:03 PM	Assigned To ccc				Complaint 408055 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
Customer seeking VEH to be repaired. Customer states part is currently on order and he is still driving the VEH. Customer did not specify if part was on backorder. RCM to email DLR 408076						
MULLINT	06/15/2009 04:05:22 PM	Assigned To MULLINT				

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CUSTOMER COMMENT DETAIL REPORT
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MULLINT	06/16/2009 08:11:24 AM	E-Mail To Steve Colagiovanni	408076			
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***** Email to stevec@langanvw.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F38V [REDACTED]

Reason for Inquiry: The customer is seeking for the vehicle to be repaired. The customer feels that the vehicle is not safe to be driving, but he was not given a rental vehicle. Can you please let me know the status of the vehicle. Thank you.

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Tronda Mullins
(248) 754-3364

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

RCM to wait dealer email.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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MULLINT	06/16/2009 08:38:39 AM	Call To Steve Colagiovanni		408076		
Service Manager advised calling RCM to let her know that the vehicle is not at their store; advised the vehicle is at dealer 408055. RCM to email dealer.						
MULLINT	06/16/2009 08:44:08 AM	E-Mail To Dana Dyer		408055		
ACTION REQUIRED: Seeking Vehicle Repair Update						
Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.						
Customer Name: [REDACTED]						
Model Year/Model: 2008 Eos						
VIN: WVWBA71F38V [REDACTED]						
Reason for Inquiry: The customer is seeking for the vehicle to be repaired. The customer feels that the vehicle is not safe to be driving, but he was not given a rental vehicle. Can you please let me know the status of the vehicle. Thank you.						
Please review and advise me of the vehicle's status.						
If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
Thank you in advance for your help.						
Tronda Mullins (248) 754-3364						
The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.						
RCM to wait dealer email.						

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	06/16/2009 03:29:29 PM	Call To Dave		408055		
RCM advised seeking to speak with Service Manager. Service Advisor advised he is no longer with them; they have a new Service Manager, but today is his first day; advised seeking if there is anything he can help with. RCM advised seeking to know update on vehicle. Service Advisor advised at this point they are waiting on the part to come in; they have told the customer that this is something that can take some time to come in as the part is coming from Germany; advised the vehicle is drivable; advised the ETA as of now is 6-30-09; advised the customer has mentioned over and over that he is paying for a vehicle that does not work correctly. RCM advised will contact FOM and be sure that he is comfortable with the vehicle being on the road; advised may look into something for the customer. RCM to call FOM.						
MULLINT	06/16/2009 03:43:06 PM	Call To Rochard Soucek				
RCM advised seeking to be sure that FOM is comfortable with the Customer being in the vehicle; when start from a stop the transmission bangs. FOM advised this is a comfort concern and not something that is drivability; advised he understands the customers frustration, but would like him to stay in his vehicle; advised to offer a vehicle payment for his inconvenience while waiting for the part to come in. RCM to call customer.						
MULLINT	06/16/2009 03:57:42 PM	Call To [REDACTED]				
RCM advised calling with update; advised at this time the ETA for the part is June 30; advised the part is made specifically for the vehicle and it is coming from Germany; advised there is not a way for us to expedite the part; understands this is inconvenient for him. Customer states he is driving a vehicle that is broken; advised he is going to file a complaint with the DMV; he is going to call VCI and tell them that he is not going to pay his vehicle payments anymore until the vehicle is repaired; advised once the vehicle hits 30 days he is going to file lemon law; advised the dealer did not even give him a rental vehicle. RCM advised this is not the experience we would like for him to have; advised the rental policy is that the vehicle does need to be down for a drivability concern; advised there is not a way for us to expedite the part. Customer states for RCM to keep talking; advised to take the information RCM boss and their boss and let them know what his intentions are. RCM advised this will be documented; and any course he chooses to make is to his discretion. RCM to contact FOM.						
MULLINT	06/16/2009 04:02:45 PM	E-Mail To Richard Soucek				
RCM sent email to FOM letting him know that a vehicle payment was not offered; advised that the customer stated he is going to looking into other avenues outside of VW. No further action.						
YOUNGLI	06/23/2009 11:20:02 AM	Return Call From [REDACTED]				
Customer stated he is seeking to speak to an RCM. CA advised, is Customer concern related to Transmission part concern. Customer stated, it. He still does not have part concern and is seeking to get a vehicle payment. CA advised, will need to research, can Customer hold. Customer stated, he can hold. CA to research.						

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YOUNGLI	06/23/2009 11:40:34 AM	Face-To-Face With Tronda Mullins				CA advised notes from "return call from Spouse 6/23. RCM advised, will not be able to speak further with Customer, advise Customer that the part is due to come into the Dealer on 6/30, we will further evaluate Customer request and concern with vehicle at that time and follow up with Customer. CA to return to Customer.
YOUNGLI	06/23/2009 11:42:35 AM	Return To [REDACTED]				CO advised, from notes from "face to face with RCM 6/23". Customer stated, that is not acceptable, he is going to call VCI and let them know that he is not going to be making his payment, he has already filed a complaint with the consumer protection agency and the DMV, he will be filing complaints with the BBB and other outside agency as well as his attorney, seeking to speak to Supervisor. CA advised, can evaluate Customer concern with a Supervisor, can Customer hold. Customer stated, he can hold. CA to research.
YOUNGLI	06/23/2009 11:45:47 AM	Face-To-Face With Stefanie Powell				CA advised, Customer is seeking to speak to a Supervisor, not happy with offer to reevaluate his vehicle concern and request, regarding part concern when vehicle part is due to come in on 6/30 as the RCM has advised, he is seeking a vehicle payment. TA advised, suppose the advise of the RCM, we will continue to look into concern and follow up with Customer as the RCM has prescribed, if the Customer is still seeking a Supervisor, assign for Supervisor to call the Customer, before noon tomorrow. CA to return to Customer.
YOUNGLI	06/23/2009 11:49:39 AM	Return To [REDACTED]				CA advised, we will continue to look into Customer vehicle concern and request, will follow up with Customer as previous advised on 6/30, when vehicle part is expected in. Customer stated, that is not good enough, he still wants to speak to a Supervisor. CA advised, can advise for a Supervisor to contact Customer before noon 6/24. Customer stated, he is not happy, he wants to speak to a Supervisor now, today. CA advised, cannot advise Customer will receive a call back today, Customer will be called back ASAP, no later than noon 6/24. Customer stated, Ok, but he is going to be contacting outside resources to file complaints. Customer disconnected call. CA to assist to Supervisor.
YOUNGLI	06/23/2009 11:54:29 AM	Assigned To CCC				Customer is not happy he has to wait until 6/30 for vehicle part to come in for payment request to be evaluated. Supervisor to call the Customer.
RIESH	06/23/2009 02:59:48 PM	Assigned To sup				

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
RIESH	06/24/2009 09:54:28 AM	Assigned To LEDESMM				
LEDESMM	06/24/2009 11:11:33 AM	Call To [REDACTED]				<p>Customer stated seeking resolution from Supervisor as he is expecting compensation for delay in repair and get out of his vehicle if it cannot be repaired now. Supervisor advised RCM is working on his case and his request for compensation is something that can be evaluated once the part arrives and we know exactly how long his vehicle will be down. Customer stated this is not acceptable and he has already complaint to several government agencies and he will contact his lawyer next. Supervisor advised Customer has the right to exercise any right outside of Volkswagen, but we are doing our best to work with Customer. Customer stated we are not doing anything and he is going to hang up and contact his lawyer. Customer stated he needs to speak with Supervisor manager instead. Supervisor advised Manager will not be able to offer any other avenue to attend his case. Customer stated he does not care he wants a call back from Manager. Supervisor advised Supervisor can consult with Manager and provide feedback to Customer. Customer stated he only wants a call back from Supervisor's Supervisor. RC to call Customer.</p>
LEDESMM	06/24/2009 11:38:23 AM	Assigned To PETERSG				<p>Customer seeking a call back from Supervisor's Supervisor. Supervisor was unable to offer any timeframe for call back. RC to call Customer.</p>
PETERSG	06/24/2009 01:57:59 PM	E-Mail To Moises				<p>RC asked SUP to offer the customer one month of vehicle payment at this point as a goodwill gesture, even though the repairs are not yet complete.</p>
PETERSG	06/24/2009 02:24:45 PM	Call To Richard Soucek				<p>RC discussed the possibility of offering rental to this customer. FOM and RC agreed that we should offer this customer a rental at \$25.00 per day until the vehicle is repaired.</p>
PETERSG	06/24/2009 02:25:48 PM	E-Mail To Moises				<p>RC advised that not only will we offer a vehicle payment, we will also reimburse up to \$25.00 per day for rental until the vehicle is repaired.</p>

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call