

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>
LEDESMM	06/24/2009 03:27:19 PM	Call To [REDACTED]				
	<p>SUP advised after discussing case with Manager we will be able to offer him a vehicle payment for the time he has been waiting. SUP advised we will also authorize rental reimbursement for up to \$25.00 per day, so CUST does not have to drive with discomfort. CUST stated that is acceptable to him and requested as to contact DLR to coordinate the rental. CUST stated he has been working with Dave as there is no SM at this time at DLR 408055. SUP advised we will communicate our decision to DLR and ask them to coordinate the rental and call CUST once available. CUST stated he will expect a call from DLR by COB tomorrow 06/25/09. SUP advised RCM will communicate request to DLR. SUP advised CUST we will need a copy of his VEH payment statement faxed to us. SUP provided fax # and reference number. RCM to call DLR.</p>					
LEDESMM	06/24/2009 03:36:38 PM	Assigned To MULLINT				
	<p>RCM to contact DLR to make them aware of offer and coordinate rental for CUST. CUST seeking for DLR to call CUST once rental is available. CUST hoping to get call from DLR no later than COB tomorrow. CUST faxing papers for VEH payment offer. RCM to contact DLR.</p>					
MULLINT	06/24/2009 03:54:05 PM	Call To Wayne Vaporis		408055		
	<p>RCM advised seeking to speak with him regarding customer vehicle; advised since he is new RCM will bring him up to speed with the vehicle concerns; advised of customer vehicle concerns; advised the customer is now being provided with a rental vehicle at \$25 a day until the vehicle is repaired; advised seeking if Service Manager can set this up for RCM. Service Manager advised the cheapest he can get a rental vehicle for is \$35 a day; advised seeking if anything further can be done. RCM advised not sure is this can or not; will look into this. Service Manager advised he will also look into the rental vehicle and call RCM back. RCM to contact FOM.</p>					
MULLINT	06/24/2009 04:04:23 PM	Call To Richard Soucek				
	<p>RCM advised customer has been provided a rental vehicle at \$25 a day; customer has been made aware that this will be done for him; advised Service Manager stated that enterprise can only offer a vehicle at \$35 a day. FOM advised we will cover up to \$35 a day; advised wants to make it completely clear to the customer that this further assistance is being offered. RCM to wait Service Manager call.</p>					
MULLINT	06/24/2009 04:13:18 PM	Return Call From Wayne Vaporis		408055		
	<p>Service Manager advised he did speak with Enterprise; advised they are able to offer a rental vehicle at \$22 a day for a small vehicle and \$31 a day for a large vehicle. RCM advised it is authorization for a rental up to \$35 a day; we will contact the customer and let him know that a rental vehicle has been reserved for him and go from there. RCM to call customer.</p>					

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MULLINT	06/24/2009 04:51:39 PM	Call To [REDACTED]				RCM advised calling with update; advised did speak with Service Manager at dealer; advised they did contact enterprise to set aside a rental vehicle for him; advised this will be ready tomorrow morning. Customer states he did try to fax the payment information to CCC but it is not going through; advised it is stating that is it busy; seeking if the line is working. RCM advised as far as RCM know the fax line is working; there may be another fax coming through. Customer states he will try another fax machine tomorrow. No further action, pending fax.
CAMILOM	06/25/2009 09:03:27 AM	FAX From [REDACTED]				Fax in doc center.
MULLINT	06/25/2009 09:47:35 AM	Note To CCC				850942066, WVWBA71F38V [REDACTED] VW to EFT VCI account in the amount of one month vehicle payment. Total amount for EFT \$474.89. RCM to wait check.
CR_BATCH	06/27/2009 04:00:35 AM	Note To MULLINT				Amount for \$ 474.89 was Posted on 06/26/2009. AP reference number: 40033949
YOUNGLI	07/07/2009 08:40:42 AM	Return Call From [REDACTED]				Customer stated, he is seeking to get an update regarding status, after faxing information. CA advised, Customer will need to speak to RCM, can transfer customer to RCM, if RCM is not available would Customer like to go to RCM VM. Customer stated, he would. CA to call RCM.
YOUNGLI	07/07/2009 08:42:45 AM	Call To Tronda Mullins				CA advised, customer is seeking to get an update. RCM advised, can transfer Customer. RCM to speak to Customer.
MULLINT	07/07/2009 08:59:38 AM	Continued Comment With [REDACTED]				Customer states seeking to know status of check. RCM advised the credit was made to his VCI account of 6-27-09; advised he can contact VCI they will be able to confirm that this credit has been made. Customer states he did and they could not confirm this. RCM advised it may take a few more days for this to completely post. No further action.

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2008 Eos 2.0L [REDACTED]	090150198	Customer Relations	WVWBA71F48V [REDACTED]	14,000		
HOFFMAB	06/16/2009 12:42:41 PM	Call From [REDACTED]				Complaint 422503 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking
<p>Customer states loyal VW owner, has owned 1964 Beetle, Jetta, Touareg, now the EOS. Customer states first visit to dealer 422503 was for vehicle lurching and windows, windows were fixed, was told they could not duplicate lurching concern, but it persisted, so she returned to dealer on 6-8 for the lurching and they found a TCM needed to be replaced, is upset that vehicle has been at dealer 422503 since 6-8 and was just told the part that is needed, (TCM) had to be ordered from Germany and will not arrive until 7-8, thus she will be without her vehicle for month, is driving a Kia, is seeking for VW to cover a month's vehicle payment for her. Customer states the first rental she had was also broken into and her laptop was taken. CO advised she will escalate her concern/request to a Regional Case Manager for review and she can expect return call by COB on Wednesday, the 17th or latest Thursday, the 18th. CO to assign to RCM (Western)</p>						Complaint 422503 Part: 6473-Rear window mechanism Rsn: 26D Phone not working properly
HOFFMAB	06/16/2009 01:01:00 PM	Assigned To associate - Western Region				
<p>Customer seeking one month vehicle payment due to fact vehicle will be at dealer 422503 for a month waiting for ECM to arrive from Germany. Customer can be contacted on cell [REDACTED] - 5pm. RCM to contact dealer 422503 to verify.</p>						
ZEHELD	06/16/2009 01:02:56 PM	Assigned To SMITHN				

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SMITHN	06/16/2009 01:15:03 PM	E-Mail To Rennie Wible		422503		

***** Email to renniewible@lacarguy.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: WVWBA71F48V [REDACTED]

Customer's Description of Part: Customer states part needed is ECM. She is requesting a vehicle payment for time she is without her vehicle. Could you please answer the questions below so I can research customer's request? Thank you!

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.

Nancy Smith
(248) 754-3636

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 422503 email.

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SMITHN	06/16/2009 02:25:21 PM	E-Mail From Willie Rocket		422503		
						PART NUMBER 023-325-025-AD-ZDE SLAES DOCUMENT NUMBER 100-573-9963 ORDER DATE-06/09/09. RCM to assign to level 2 for research.
SMITHN	06/16/2009 02:25:59 PM	Assigned To CCC				
						PART NUMBER 023-325-025-AD-ZDE SLAES DOCUMENT NUMBER 100-573-9963 ORDER DATE-06/09/09. RCM to advise.
PETERSG	06/16/2009 02:32:00 PM	Assigned To SMITHN				
						This is a Mechatronics unit. Mechatronic units are made specific to the VIN and while there is no "backorder" it typically takes 6-8 weeks for delivery. Due to the relatively low age/mileage of this vehicle and the expected down time, RCM should speak with the FOM to research other options for Ms. McClure.
SMITHN	06/16/2009 03:22:41 PM	Note To CCC				
						RCM to email FOM for further direction.

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SMITHN	06/16/2009 03:37:59 PM	E-Mail To Bob Martin				

The following customer has contacted Customer CARE. I have confirmed that the vehicle 8 days down.

Customer Name: [REDACTED]

VIN: WVWBA71F48V [REDACTED]

Model/Model Year: Eos 2.0L

In-service Date: 7/13/08

Mileage:14,000

Is the vehicle at the dealer for repairs: Vehicle needs a mechatronic unit. Part has been on order since 6-8-09. 6-8 week time frame for part to come in. Customer is seeking lease payment for time out of vehicle.

What has the Service Manager indicated: Parts are ordered.

Overview of confirmed vehicle repairs: mechatronic unit was ordered on 6-8-09

Days Down: 8 so far

What is the customer looking for: Lease payment

Next steps/CARE action: I have promised the customer a return call by 6-17-09; it would be helpful if I could have your input before this date. 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.

RCM to wait on FOM email.

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SMITHN	06/17/2009 03:07:16 PM	Call To Jose - parts		422503		
		DP advised that parts are estimated to arrive on 7-8-09. RCM to call FOM.				
SMITHN	06/17/2009 03:09:57 PM	Voice Mail To Bob Martin				
		RCM LVMM for FOM advising him that RCM is going to offer Customer lease payment for down time of vehicle. RCM to call Customer.				
SMITHN	06/17/2009 03:16:38 PM	Call To Willie Rocket		422503		
		RCM advised SM that RCM is going to give CUST a lease payment for down time of vehicle. FOM is calling on other line, RCM asked SM to hold.				
SMITHN	06/17/2009 03:17:33 PM	Call From Bob Martin				
		FOM advised that he is calling back on email. RCM sent FYI and he typically doesn't respond to FYI. RCM advised that RCM has Service Manager on other line. FOM advised: he would like the Dealer to offer the Customer a lease payment instead of CCC and he will call Dealer 422503 to talk with them about it. RCM to return to Dealer 422503.				
SMITHN	06/17/2009 03:19:51 PM	Return To Willie Rocket		422503		
		RCM advised Service Manager that FOM wants him to make Customer offer of lease payment; FOM will call Service Manager later to discuss. Service Manager advised he will make offer to Customer. RCM to call Customer.				
SMITHN	06/17/2009 03:29:30 PM	Call From Bob Martin				
		FOM advised RCM to tell Customer that lease payment will be waiting for her when she picks up her vehicle. RCM to call Customer.				
SMITHN	06/17/2009 03:30:42 PM	Voice Mail To [REDACTED]				
		RCM LVMM advising CUST that DLR 422503 will have lease payment waiting for CUST when she picks up vehicle. No further action.				

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MANNAE	07/13/2009 07:58:10 PM	Return Call From	[REDACTED]			Customer states dealership originally advised part would be in 7-8-09 and advised part is going to be in on 7-18-09 coming from Germany, states originally took vehicle in for 10k service, has also paid \$200.00 for rental, seeking VW to pay for 10k service, reimburse her \$200.00 rental and another vehicle payment. CA advised can't guarantee VW will meet her request but will escalate to RCM to research her request and will follow up with customer by COB tomorrow, also advised VW does offer a loaner vehicle up to \$25.00 a day once vehicle is diagnosed and needs to stay overnight for repairs or parts. Customer states may be reached on cell phone. RCM to e-mail dealer.
SMITHN	07/14/2009 01:06:30 PM	Call To Jose-parts		422503		DP advised that Customer part is scheduled to come in on 7-24-09. RCM asked to speak to Service Manager. DP transferred RCM to Service Manager VMM. RCM LMTRMC. RCM to find out why Customer is paying \$200 on rental vehicle; see if dealer can offer an additional lease payment; find out how much a 10k service will cost. RCM to wait on Dealer 422503 call.
SMITHN	07/14/2009 02:44:27 PM	Call From Willie Rocket		422503		Service Manager advised that customer lease payment is 548.42. RCM advised Service Manager that Customer is requesting additional lease payment; rental coverage of \$200, and 10k service. Service Manager advised that FOM is there and RCM can talk to him. RCM to continue with FOM.
SMITHN	07/14/2009 02:46:03 PM	Continued Comment With Bob Martin		422503		FOM advised that he will have Service Manager give Customer 2 lease payments and 10k service voucher; he will not cover loaner expense. RCM to call Customer.
SMITHN	07/14/2009 02:50:08 PM	Call To Cell phone number				Woman answer phone and said that RCM has the wrong number; I verified number with her and she says that is her telephone number but she doesn't know a [REDACTED] RCM to try home phone number.
SMITHN	07/14/2009 02:51:14 PM	Voice Mail To	[REDACTED]		home 1	RCM LMTRMC. RCM to advise Customer that VWoA will pay for 2 lease payments and a 10k service; Dealer 422503 will have the payments and voucher when she picks up vehicle; we will not cover the additional cost of rental as Dealer advised that expense is due to additional coverage and VWoA will not cover additional coverage. RCM to wait on Customer call.
SMITHN	07/15/2009 06:43:13 PM	Voice Mail To	[REDACTED]			RCM LMTRMC.

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SMITHN	07/15/2009 06:45:14 PM	Voice Mail To	[REDACTED]			
RCM LVMM advising Customer to contact CCC. No further action.						

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2008 Eos 2.0L [REDACTED]	090150391	Customer Relations	WVWBA71F58V [REDACTED]	15,862		
EDWARDAM	06/16/2009 03:14:12 PM	Voice Mail From Mike Dolce		408112		Complaint 408112 Pr. Part: 9130-Radio Pr. Rsn: 23J CD player won't eject
Service Manager LVMM. Service Manager advised seeking to discuss Customer's case. RCM to call Dealer 408112.						
EDWARDAM	06/16/2009 03:19:03 PM	Call To Mike Dolce		408112		Complaint 408112 Part: 3885-Mechatronics Rsn: 50E Shuddering/Shaking
RCM advised is returning his call. Service Manager advised Customer's vehicle was down over a month for mechatronics unit which has been completed, but now having concern with radio not ejecting CD's; this was sent in 5/29/2009; he did explain the process in getting the CD's back which can take 4-6 weeks; seeking if there is anything RCM can assist with on this process. RCM advised there is nothing we are able to do in getting the CD's faster; the process normally can take 10-12 weeks for the CD's to be sent back. Service Manager advised Customer's spouse [REDACTED] is seeking someone from corporate to contact her because she does not believe him and is not satisfied with this resolution; seeking if RCM would reach out to this Customer. RCM advised will speak with her regarding this by COB tomorrow. RCM to call Customer.						
EDWARDAM	06/17/2009 04:08:28 PM	Call To [REDACTED]				Suggestion 408112 Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 71B Other Cust. Sat. Service
RCM advised is following up on behalf of Service Manager; he did contact RCM personally to reach out to Customer regarding the wait on her CD's. Customer states her dissatisfaction about her CD's; the process is insane; can't believe she will have to wait more than 4 weeks; she's already waited 4 weeks for another part from Germany too; VW should be changing this process to satisfy their Customer's. RCM advised unfortunately this is the process and we are unable to change this; will make sure this is noted, but cannot get her the CD's immediately; was reaching out to her to discuss other alternatives for her due to this inconvenience; we would like to offer her \$150 for her to go out to dinner or she is more than welcome to use this towards purchasing the new CD's. Customer states she appreciates that and that Service Manager did contact RCM for her as well. RCM advised seeking to verify her mailing address. Customer updated mailing address; also wanted to note because her friend and son own a Jetta and when you have your foot off the brakes it sort of jerks when at a stop in going forward; they've been told it's the timing of the vehicle and it's standard for these models. RCM advised appreciates the feedback; will generate this and should receive it in a few weeks in the mail. RCM to generate check.						
EDWARDAM	06/17/2009 04:11:50 PM	Call To Joe		408112		
RCM advised seeking to speak with Service Manager about Customer. Service Advisor advised he is currently on a test drive, but can assist. RCM advised just wanted to follow up on Customer's case; Service Manager personally contacted RCM to reach out to her because of the CD process; can take up to 10 weeks, but RCM did provide \$150 for her to enjoy dinner or she can use that towards new CD purchases if needed; to let Service Manager know that she accepted and appreciated it. RCM to generate check.						

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EDWARDAM	06/18/2009 03:44:24 PM	Note To check request				
	WVWBA71F58V [REDACTED]	[REDACTED]				VW to give gift check in the amount of \$150.00 for dinner. Total = \$150.00
		RCM to wait che				
CR_BATCH	06/25/2009 04:00:23 AM	Note To EDWARDAM				
	Check # [REDACTED]	for amount \$ 150.00				mailed on 06/24/2009

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2008 Eos 2.0L [REDACTED]	090151009	Customer Relations	WVWBA71F18V [REDACTED]	16,373			
CALDWEM	06/17/2009 09:37:09 AM	Call From JERRY COUCH					Complaint 407460 Pr. Part: 3511-Mechatronic Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
	Customer states his dissatisfaction the vehicle will be down for 30 days waiting for a part to be made and shipped from Germany. CO advised possible the part is being made by hand, VIN specific. Customer states: Original owner; Customer leased from VCI; This customer/family has owned 1 vehicle(s); Does not maintain the vehicle at our dealer; services the vehicle as recommended; surging, sputters, lack of power; Customer is seeking a rental upgrade from a New Beetle ; working with Mike; this customer perceives this to be a premature failure; CO advised can understand the frustration at this time, this is not the type of experience we want for the Customer or vehicle, CO advised we can look into the request with no guarantees because the rental coverage is \$25.00 per day. CO advised will escalate to a RCM to follow up with Customer by COB THURS 6/18/09 on [REDACTED] CO assigns to the RCM.					Complaint 407460 Part: 3511-Mechatronic Rsn: E22 Engine lacks power in steady highway driving	
CALDWEM	06/17/2009 09:43:12 AM	Assigned To SOR					Complaint Part: 3511-Mechatronic Rsn: 36A Rental/Loaner
	Customer seeking a rental upgrade from a New Beetle. states dissatisfaction the VEH will be down for 30 days while waiting for part to be shipped from Germany. Customer contact [REDACTED] RCM calls Dealer 407460.						
HEARNSN	06/17/2009 10:10:13 AM	Assigned To HEARNSN					
HEARNSN	06/17/2009 02:00:22 PM	Voice Mail To Dwayne Hart		407460			
	RCM LMTRMC in regards to customer vehicle concerns and request; provided direct contact number. RCM to wait Dealer call.						
ZIEHMEC	06/18/2009 09:44:21 AM	Call To Dwayne		407460			
	RCM advised Service Manager of the customers concerns and what she is seeking because of the wait on parts. Service Manager states: there is a mechatronics on order; red ordered on 6/4; part number is 000325025XZCE; sales number is sales 1005721413; if he wants a rental he cannot guarantee he will get a VW rental or a convertible, but he does have a jetta loaner he can get the customer. RCM to call customer.						

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MULLINT	06/18/2009 04:17:38 PM	Call To [REDACTED]				
<p>RCM advised calling with update; advised we did speak with the Service Manager and he did state that they do have a Jetta loaner vehicle that they can provide to him if he wants; advised the part for the vehicle is something that is made VIN specific and they typically take 6-8 weeks to come in. Customer states the dealer advised him that the part will be in 7-10 days; seeking to know if this is not correct. RCM advised the dealer does have the most up to date information on the parts; if this is what they have advised him this would be the information that the dealer would have been provided by the parts department. Customer states he feels that it is a shame that the vehicle will be down for as long as it has been; advised he has always owned American vehicles; he cannot believe that it would take this long for the part to come in; he feels that people would expect for the vehicle to be repaired more quickly and that VW would want for these parts to be available and not have to be specifically made. RCM advised we can stay in contact with the dealer to ensure that they do receive the part if he would like. Customer states that is not necessary if we cannot expedite the part then we do not need to follow up with the dealer; advised he would like to take the Jetta though if this is loaner vehicle. RCM advised will contact Service Manager and let him know that he is going to be accepting this. RCM to call dealer.</p>						
MULLINT	06/18/2009 04:32:16 PM	Voice Mail To Dwayne Hart		407460		
<p>RCM LVMM: RCM advised calling with update; advised customer does want to pick up the Jetta loaner vehicle; advised for further concerns contact RCM. No further action.</p>						
MULLIGM	07/08/2009 02:14:31 PM	Call From [REDACTED]				
<p>Customer states it is ridiculous that his brand new vehicle has been down for a month and will be down at least another 10 days; it is a convertible and he has missed most of convertible season; he is seeking to be provided with a convertible loaner to drive and doesn't care what Dealer 407460 has to do to get one; he wants it tomorrow and he is also seeking a call back today by 4 pm with answer; CA advised unaware of what Dealer does have available in their loaner fleet; we can contact Dealer with request to see if they have anything, would be unable to guarantee they can provide one; will note Customer urgency as well, but we would be in contact with him by COB 7/9/09 at the latest; unable to promise what can be provided; RCM to call Dealer.</p>						
ZIEHMEC	07/08/2009 02:52:48 PM	Voice Mail To Dwayne		407460		
<p>RCM advised Service Manager that RCM is seeking an update. RCM to wait Service Manager call.</p>						
ZIEHMEC	07/08/2009 02:59:58 PM	Return Call From Dwayne		407460		
<p>RCM advised Service Manager what the customer is seeking. Service Manager states: the vehicle has been there since 6/3; the eta was 7/8 and is now 7/17; they don't have loaners; he will search to find out if enterprise can get a convertible and call RCM back. RCM to wait Service Manager call.</p>						

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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>
ZIEHMEC	07/08/2009 04:51:29 PM	Voice Mail From Dwayne		407460		Service Manager states that he has looked at enterprise and hertz and no one carries a convertible, but he will look a little more and call RCM back. RCM to wait Service Manager call.
CONLINR	07/09/2009 01:10:56 PM	Voice Mail To Dwayne		407460		RCM advised seeking update on rental. RCM to wait Dealer call
CONLINR	07/09/2009 03:29:43 PM	Call From Dwayne		407460		Service Manager states: researched for possible rental convertible; there is no convertibles available through the rental agencies that Dealer does business with. RCM to call Customer
CONLINR	07/09/2009 03:37:11 PM	Call To [REDACTED]				RCM advised: Dealer has contacted all rental agencies they do business with and none of them have a convertible in stock; VW can evaluate possible compensation once part actually arrives; ETA per Dealer is 7-17-09. RCM to close pending follow up on 7-17-09.
SHORTK	07/15/2009 04:15:59 PM	Call From [REDACTED]				Customer states seeking to have his VEH replaced due to DLR advising he will have to continue waiting for part to arrive. Customer states if he doesn't speak to someone in 30 minutes he will get his lawyer. CA to contact RCM.
SHORTK	07/15/2009 04:17:07 PM	Call To Nell				CA attempted to contact RCM. CA to return to customer.
SHORTK	07/15/2009 04:17:36 PM	Return To [REDACTED]				Customer states RCM has 20 minutes to contact him. RCM to contact customer.
HEARNSN	07/16/2009 03:03:45 PM	Call To Dewayne Hart		407460		RCM called Dealer and inquired if mechatronics was received for vehicle. SM states that Dealer is now being advised that part is not going to be released until 07/27/2009, still resulting in part having to be shipped. RCM to e-mail FOM.

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

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HEARNSN	07/16/2009 03:45:57 PM	E-Mail To Lisa Brown				RCM sent High Risk/Action Required e-mail to FOM in regards to customer request. RCM to e-mail Med/Arb.
HEARNSN	07/16/2009 03:47:28 PM	E-Mail To LINDSAB				RCM sent alert e-mail to Med/Arb. RCM to call customer.
HEARNSN	07/16/2009 03:49:51 PM	Call To [REDACTED]				RCM called customer and advised unaware of customer call and request regarding immediate follow up yesterday, advised nonetheless, in regards to customer request, it does take time to research and review and even now RCM does not have decision; can continue to review and follow up on MON, 07/20. Customer states that he has received nothing but the runaround from CCC regarding lemon law claim and has since involved an attorney who will now be working on case. RCM advised that RCM/Department does not work with attorneys; has a specialized department that work specifically with attorneys; will remove self from case allowing attorney to follow up with designated department. Customer acknowledged. RCM to e-mail FOM.
HEARNSN	07/16/2009 04:27:16 PM	E-Mail To Lisa Brown				RCM sent FYI e-mail update to FOM stating that the customer was contacted and advised that an attorney is now involved working on his behalf in regards to vehicle concern and filing lemon law case; indicated customer was advised that based on this information, RCM will remove self from case and allow attorney to work with specialized department in addressing legal complaint. RCM to e-mail Med/Arb.
HEARNSN	07/16/2009 04:32:28 PM	E-Mail To LINDSAB				RCM sent FYI e-mail to Med/Arb. RCM to wait FOM e-mail.
HEARNSN	07/16/2009 04:33:56 PM	E-Mail From Lisa Brown				FOM acknowledged e-mail update thanking RCM. No further action.

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CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

2008 Eos 2.0L

██████████ 090152226 Customer Relations WVWBA71F88V ██████████ 7,400

Complaint 420323
Pr. Part: 3511-Mechatronic
Pr. Rsn: 04Q Order Fill Time

LANDRYK 06/18/2009 03:27:36 PM Call From ██████████

Customer states: original owner; 3rd VW; family has owned 17 VW's; services vehicle with Dealer 420323; noticed a hesitation since ownership; initially Dealer could not find concern; returned to Dealer when it got worse; Dealer has determined she needs a new valve box in the transmission; part is on back order; vehicle has been at the Dealer since 5-15-09; Dealer advised that part may be in at the end of this month or next month; Dealer advised that there are 177 of these parts on back order; she knows there were not many of these vehicles built; does this mean that this is a common concern. Customer seeking: to get the part in and have VEH returned to her. CO advised: can research to see if there is a better ETA; Dealer would have the most accurate information; will inquire if this transmission is used only in the EOS and if the concern is common; is escalating to a RCM; RCM will follow up with Customer by COB 6-19-09.
CO to forward to RCM for review.

LANDRYK 06/18/2009 03:33:00 PM Assigned To CCC

Please follow up with Dealer to find out if there is an actual ETA; Customer inquiring if this is common as Dealer 420323 advised there are 177 of these parts on back order; Customer can be reached on her cell phone ██████████; best between 12 p.m. and 5 p.m.
RCM to review.

ZEHELD 06/18/2009 03:49:22 PM Assigned To CONLINR

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CONLINR	06/18/2009 04:00:48 PM	E-Mail To Lloyd Brodie		420323		

***** Email to budbrodie@hotmail.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: transmission valve box

Requested Information

- 1) Part Number:
- 2) Sales Document Number:
- 3) Order Date:
- 4) ETA on part arrival:

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

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
CONLINR	06/19/2009 01:46:27 PM	Voice Mail To Mark Harris		420323		RCM advised seeking ETA on part; Sales Doc #, Part #, and order date. RCM to wait PM call
CONLINR	06/19/2009 06:13:43 PM	Voice Mail To Mark Harris		420323		RCM advised seeking ETA on part; Sales Doc #, Part #, and order date. RCM to call Customer
CONLINR	06/19/2009 06:14:14 PM	Call To [REDACTED]				RCM advised still researching concerns; will call Customer on 6-22-09. RCM to wait Dealer call
CONLINR	06/22/2009 01:46:58 PM	Call To Mark Harris		420323		RCM advised seeking part #, sales doc #, and order date. PM: states: mechatronics is on order; part # 000325025xzde; sales doc # 1005713307, order date: 6-1-09. (RCM shows that this part is expected to arrive late june time frame. RCM to call customer
CONLINR	06/22/2009 01:59:04 PM	Call To [REDACTED]				RCM advised: have reviewed concerns with Dealer; mechatronic is on order; this part is expected to be available late June time frame, however a normal time frame for part is 6-8 weeks, so Customer could potentially see part arrive as late as late July; Customer should work with Part Manager for updates, as Dealer receives the most up to date information. Customer states seeking to know how many of these parts are on back order. RCM advised that this would be internal information, and RCM would be unable to discuss this. Customer states will work with Dealer. No further action

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2008 Eos 2.0L [REDACTED]	090152994	Customer Relations	WVWBA71F48V [REDACTED]	11,000		Complaint 423072 Pr. Part: 3435-Transmission Pr. Rsn: 56E Hesitation
GHIDROA	06/19/2009 12:27:05 PM	Call From [REDACTED]				
Customer states: original owner; maintains the vehicle at Dealer 423072; working with Service Manager Kenneth Thomas; customer has the vehicle in for repair on two occasions since the transmission was jerking especially when accelerating after a stop; Dealer was able to experience the issue; Dealer advised that VW was contacted in regards to this issue however there was nothing further that Dealer could do; the most recent service was on 06-02-09. Customer seeking to let VW know of this issue with the transmission; seeking for VW to investigate and repair the vehicle since customer is aware of the lemon laws. CO advised: CCC documents customer's vehicle experience; RCM will follow-up with Dealer 423072 in order to gather more information about what Dealer has determined; RCM will follow-up with customer by COB Monday 06-22-09. CO to assign case to RCM.						
GHIDROA	06/19/2009 12:34:05 PM	Assigned To CCC				
Please contact Dealer 423072 in order to obtain diagnosis information that was done on 06-02-09 in regards to the transmission jerking since customer states that dealer was able to experience the issue however customer was advised that there is nothing to be done in order to improve the transmission. Customer seeking for the vehicle to be repaired. Please follow-up with customer by COB Monday 06-22-09 on home phone number first and cell phone number second. RCM to contact Dealer 423072.						
ZEHELD	06/19/2009 12:53:19 PM	Assigned To ZEHELD				
ZEHELD	06/19/2009 05:42:12 PM	Voice Mail To Greg		423072		
RCM LMTRMC. RCM to wait Dealer 423072 call.						
ZEHELD	06/22/2009 01:25:06 PM	Call To Ken		423072		
Service Manager states Customer was in on 6/2 for an ECM flash to address the issue; down for one day; no other days down for concern; Customer complained in the past but was not written up and no repairs were made; concerns seem to be characteristic of the DSG transmission; cannot conclude there is a manufacture shortcoming at this point; spoke with FOM who advised to open a tech ticket (75995); head technician is also seeing if QTM has any further information. RCM will advise Customer to continue to work with Dealer 423072. RCM to e-mail FOM.						

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ZEHELD	06/22/2009 01:38:10 PM	E-Mail To Richard Britschgi				RCM sent info only e-mail to FOM. RCM to call Customer.
ZEHELD	06/22/2009 07:13:17 PM	Call To [REDACTED]				Customer states loves the vehicle and gets great gas mileage; vehicle jerks and Customer feels like he is getting whiplash. RCM advised VW field representatives and engineers via the techline are reviewing the concerns at this point; we want the vehicle to meet Customer satisfaction but need time to find a fix for the concern as the vehicle is technically operating to specifications at this point; will continue to follow up with Dealer 423072 for an update; will call Customer before COB on Friday 6/26 with an update. RCM to close case pending call to Dealer 423072 on 6/26.
ZEHELD	06/22/2009 08:06:18 PM	Call From Greg		423072		Service Manager states is having Customer come back in for another diagnosis; understands the vehicle is jerking really bad; will be personally involved in repairs at this time and will call RCM with any updates. RCM advised will follow up on Friday 6/26 for an update if RCM doesn't hear from Service Manager. RCM to close case pending call to Dealer 423072 on 6/26.
ZEHELD	06/26/2009 02:26:42 PM	Call To Greg Myer		423072		Service Manager states Customer has not brought the vehicle back in yet; wants technician to drive the vehicle prior to opening the tech ticket because it jerks very badly. RCM advised Service Manager when vehicle is diagnosed to open a tech ticket and send the number to the FOM, FOM will get the QTM involved in order to address the concerns; believes it may be related to the mechatronic unit; if mechatronic needs to be replaced and Customer is not comfortable driving the vehicle, VW will cover a loaner vehicle while waiting for the mechatronic to arrive. RCM to call Customer.
ZEHELD	06/26/2009 06:48:55 PM	Voice Mail To [REDACTED]				RCM LVMM; advised seeking to know when Customer is taking vehicle to Dealer 423072 for service; will follow up on Monday 6/29. RCM to wait Customer call.
ZEHELD	06/29/2009 04:26:40 PM	Voice Mail To [REDACTED]				RCM LVMM; advised following up to see when Customer is taking vehicle in for service; Dealer 423072 would like to see the vehicle again and we can get the field involved to address concerns; if Customer is seeking follow up by CCC he can call RCM back. No further action.

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2008 Eos 2.0L [REDACTED]	090153011	Customer Relations	WVWBA71FX8V [REDACTED]	4,300		
HOFFMAB	06/19/2009 12:49:15 PM	Call From [REDACTED]				Complaint 406442 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
<p>Customer states today went to dealer 406442, for oil change, told dealer 406442 the vehicle will roll back on it's own when stopped, has to keep foot on the brake, and it will also go forward, has to constantly keep foot on brake, dealer 406442 ordered a part for the transmission, had prior transmission repair, also had issue last winter when window would not close and it snowed and she ended up with snow inside her vehicle, hopes this will not happen again. Customer states a female, technician was working with her, did not get name, told her she should not drive vehicle, offered rental, but was told a 200.00 hold would be put on her credit card and she did not want to do this and the dealer did not offer loaner, even though another person was given a loaner. Customer states was told part would take a week and then hopefully a day to make repair and she will make sure there is loaner available for this repair. Customer states she also would like to know about the Lemon Law. CO advised of the portion in owners manual to review. Customer states she would like VW to look into replacing this vehicle due to the many concerns she has had in year. CO advised her request will be assigned to RCM to review and she can expect return call by COB on Monday, the 22nd. Customer states to call her anytime on cell. CO to assign to RCM (Central)</p>						Complaint 406442 Part: 6452-Front electric window regulator Rsn: 87D Power Windows Not Operating Properly
HOFFMAB	06/19/2009 01:50:50 PM	Assigned To Associate - Central Regior				
<p>Customer states is seeking to have VW take back vehicle, dealer 406442 had to order part for transmission, did not know what part, had previous issue with window, worried she will have concerns down the road. Customer can be contacted anytime 8 - 5pm on cell [REDACTED]. RCM to contact dealer 4064427 at</p>						
ZIEHMEC	06/19/2009 01:55:24 PM	Assigned To CAMPOSA				
<p>Assigned for handling.</p>						
CAMPOSA	06/22/2009 01:14:07 PM	Call To Keith		406442		
<p>Service Manager advised: vehicle requires a mechatronics unit; vehicle's previous concern was due to a water leak; vehicle was down for 10 days while water leak was being repaired. RCM advised: mechatronics units are VIN specific may take 4 weeks; seeking to know if FOM is aware. Service Manager advised: will contact FOM. RCM to advise customer: mechatronics unit is VIN specific; may take 4-6 weeks to receive; our obligation is to repair the vehicle within the terms of the warranty; we will work to repair the vehicle we will continue to research customer's other request. RCM to call customer.</p>						

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HAWLEYD	06/22/2009 04:06:17 PM	Call To [REDACTED]				
RCM advised customer that we are calling her with a follow up in regard to her concerns. RCM advised that this is not the experience we would want any customer to have with their 1st VW. RCM advised that the vehicle does need a mechatronic unit for the transmission and this is unit is built VIN specifically and can take 4-6 weeks to obtain. Customer states that this is unacceptable and would like the vehicle bought back. Customer states that she is paying for vehicle that she cannot drive and it is summer and that is why she wanted a convertible. RCM advised that our goal is to repair the vehicle within the terms of the warranty. RCM advised customer that once the vehicle is repaired we can look into her request. RCM advised that we will follow up with her by COB on 7/06/09 with an update that the part has been ordered. RCM to follow up.						
CAMPOSA	07/06/2009 09:00:16 AM	Call To Keith		406442		
Service Manager advised: mechatronics is not in yet; ETA is 7/19; customer is in a rental vehicle; FOM is aware of vehicle. RCM to call customer.						
NARDONP	07/06/2009 05:52:49 PM	Call To [REDACTED]				
RCM advised we have an ETA of 7/19 for the part and will follow up with Customer once the part comes in. RCM to follow up.						
CAMPOSA	07/17/2009 10:19:40 AM	Call To Keith		406442		
Service Manager advised: part is not in yet; customer brought vehicle in 6/19; diagnosed mechatronics unit concern; customer took vehicle and contacted attorney; on advise of attorney, customer brought vehicle back to dealership on 6/22; vehicle has been there since; FOM is aware of customer. RCM to email FOM.						

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CAMPOSA	07/17/2009 10:32:01 AM	E-Mail To Dave Cox				
<p>What is the concern: Waiting since 6/19 on a mechatronics unit. The vehicle was diagnosed by Dealer 406442 on 6/19 as requiring a mechatronics unit. The customer took her vehicle and contacted an attorney. Per Dealer 406442, the customer advised that per her attorney's advice she dropped her vehicle off at Dealer 406442 on 6/22. Based on the 6/22 date, the vehicle has been down 26 days. As of today, the dealer does not have the mechatronics unit. The dealership does not have an ETA for the part.</p> <p>What is the customer seeking: The customer has already stated several times that she is seeking VW to take back the vehicle. She did not mention to me, that she has an attorney involved. But she has advised the dealership several times.</p> <p>Next steps/CARE action: I have a scheduled follow up call to the customer on Monday 7/20. FOM to advise if we will continue to work within the terms of the warranty or seek other alternatives. RCM to wait FOM reply</p>						
CAMPOSA	07/20/2009 01:21:37 PM	Call To Dave Cox		406442		
FOM advised: will contact customer; will follow up with RCM. RCM to wait field contact.						
MICKLUL	07/20/2009 01:53:28 PM	Note To lm				
Med/Arb case now open. Please close this case.						
CAMPOSA	07/20/2009 02:01:16 PM	Note To CCC				
Per Med/Arb no further action.						

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2008 Eos 2.0L [REDACTED]	090153142	Customer Relations	WVWBA71F78V [REDACTED]	15,000		Complaint 403112 Pr. Part: 3885-Mechatronics Pr. Rsn: 43E Throttle Lag
SHORTK	06/19/2009 03:26:44 PM	Call From [REDACTED]				Complaint Rsn: 54Q Extensive Repair History
Customer states: Original owner; Customer leased from VCI; This customer/family has owned 2 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; turbo not working properly; Customer is seeking/expecting to get out of lease into another lease; working with Chris; this customer perceives this to be a premature failure; Customer states she has taken VEH in 7-8 times for repairs. CO advised customer our primary goal is to repair the vehicle under the terms of the warranty. CO advised customer RCM would evaluate her request and contact her by COB 6/22/09. CO to escalate to RCM.						
SHORTK	06/19/2009 03:27:13 PM	Assigned To ccc				Complaint 403112 Part: 2706-Battery Rsn: H25 (MIL) Check Engine Light
Customer seeking to get out of lease. VEH currently at DLR 403112 for throttle concern. RCM to email DLR 403112						
ZIEHMEC	06/19/2009 03:36:49 PM	Assigned To CAMPOSA				Complaint 403112 Part: 2706-Battery Rsn: H99 Airbag Light on
Assigned for handling.						
CAMPOSA	06/22/2009 01:57:01 PM	Call To Jason		403112		Praise 403112 Rsn: 12K Dealer
Service Manager advised: vehicle first seen 6/2008 for vibration concern; Dealer goodwilled balance of tires; vehicle back 10/2008 for premature wear of tires (tire mfg and VW goodwilled tire replacement), damage to top (customer overstuffed his trunk, and FOM goodwilled the repair), windows not going up (vehicle operating as designed), and striker adjustment; vehicle was down for 29 days; vehicle next seen for airbag light concern and window concern; no codes/no light was present when vehicle came in; vehicle operating as designed; vehicle seen again 2/2009 as a drop in for MIL; code showed fuel pressure sensor needing replacement; customer was rescheduled for 3/2009 for repair; customer came in 3/2009 for fuel pressure sensor replacement; customer was provided equivalent loaner; customer also advised hs driver's window did not work properly; techline was contacted; windows operating as designed; vehicle came in 5/2009 for turbo running rough and noise concern; fluids were low and customer was on close to empty for fuel; customer;s fluids were topped as well as fuel added to vehicle; customer also complained of window concern; windows operating as designed; customer currently in for an airbag light and an MIL light (both caused by low battery, battery to be replaced); vehicle is also in for rough running; vehicle requires a mechatronics unit; Service Manager to contact FOM. RCM to send email to FOM.						

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CAMPOSA 06/22/2009 02:21:12 PM E-Mail To Bob Buck

The following customer has contacted Customer CARE. I have confirmed that the vehicle requires a mechatronics unit, and has been down more than 30 days total for previous repairs.

Customer Name: [REDACTED]

VIN: WVVBA71F78V [REDACTED]

Model/Model Year: 2008 Eos

In-service Date: 4/14/2008

Mileage: 15k miles

Is the vehicle at the dealer for repairs: Vehicle is in for an airbag light concern and an MIL (both concerns will be resolved by replacing the vehicle's battery). Vehicle is also in for an intermittent transmission concern. The vehicle requires a mechatronics unit.

What has the Service Manager indicated:

Overview of confirmed vehicle repairs:

6/2008 for vibration concern; Dealer goodwilled balance of tires;

10/2008 for premature wear of tires (tire mfg and VW goodwilled tire replacement), damage to top (customer overstuffed his trunk, and FOM goodwilled the repair), windows not going up (vehicle operating as designed), and striker adjustment; vehicle was down for 29 days; vehicle next seen for airbag light concern and window concern; no codes/no light was present when vehicle came in; vehicle operating as designed;

2/2009 as a drop in for MIL; code showed fuel pressure sensor needing replacement; customer was rescheduled for 3/2009 for repair;

3/2009 for fuel pressure sensor replacement; customer was provided equivalent loaner; customer also advised his driver's window did not work properly; techline was contacted; windows operating as designed;

5/2009 for turbo running rough and noise concern; fluids were low and customer was on close to empty for fuel; customer;s fluids were topped as well as fuel added to vehicle; customer also complained of window concern; windows operating as designed

What is the customer looking for:

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						RCM to advise customer: vehicle component is VIN specific; may take 4 weeks to receive; will follow up with customer in two weeks (7/6/09). RCM to call customer.
PABSTM	06/22/2009 02:54:04 PM	Call To	██████████			RCM advised the mechatronic is a part made specifically for her VIN, could take up to 4 weeks to come in, and that the RCM will call her by the COB Monday, 7/6/09, with an update. Customer states that she had also request assistance to start her lease over, that she doesn't want the car back. RCM advised we are aware of her request, we need to first work within the terms of the warranty and wait for the part, and that request will be later addressed. RCM to wait contact from the FOM or dealer 403112.
CAMPOSA	06/23/2009 08:28:47 AM	E-Mail From Bob Buck				FOM seeking difference between purchase price and wholesale price. RCM to email FOM
CAMPOSA	06/23/2009 08:29:43 AM	E-Mail To Bob Buck				RCM advised: not sure where to get information FOM is seeking. RCM to wait FOM reply
CAMPOSA	06/23/2009 08:30:14 AM	E-Mail From James Cruise				(from Med/Arb to FOM): Bob, Based on the current payoff of the lease (\$26,990.42) and current auction value of the car (\$23,200), we are looking at approximate \$3,800 difference. RCM to wait field reply.
CAMPOSA	06/23/2009 08:32:56 AM	E-Mail From Bob Buck				Ann, I recommend we make a \$4,000 Trade Assistance offer to the customer RCM to call customer.
CAMPOSA	06/23/2009 04:12:41 PM	Voice Mail From	██████████			RCM LVMM. (RCM to advise customer: we are still researching customer's concerns; will follow up with customer by 7/6) RCM to call FOM

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>
CAMPOSA	06/23/2009 04:24:03 PM	Call To Arne (FOM backup)				
	FOM advised: Dealer is in best position to make trade assist offer. RCM to call Dealer.					
CAMPOSA	06/23/2009 04:27:46 PM	Call To Jason		403112		
	Service Manager advised: Sales Manager reviewed for possible trade assist for customer; customer has a lot of negative equity in vehicle; to get customer out of vehicle may be closer to \$7k - \$9k; seeking to know if Dealer should wait for FOM or contact FOM backup. RCM advised: Dealer will want to review with FOM backup. RCM to wait call from Dealer.					
ALEXANLA	06/24/2009 09:33:46 AM	Return Call From [REDACTED]				
	Customer states returning call on case. CA to transfer Customer to RCM.					
ALEXANLA	06/24/2009 09:34:50 AM	Transfer To Ann				
	CA transferred Customer to RCM. RCM to continue with Customer.					
CAMPOSA	06/24/2009 09:43:28 AM	Continued Comment With Mr. and Mrs				
	RCM advised customer: we are scheduled to follow up with customer by COB 7/6; RCM wants customer to understand that we are not putting their case on hold until 7/6, rather we are researching any and all options available. Customer advised: more than happy with Dealer 403112; very happy with VW; would be more than happy to resign a lease if VW offers trade assist as long as trade assist covers balance; if VW does not assist with getting customer into another vehicle, customer will not purchase another VW again. RCM to email FOM.					

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CAMPOSA	06/24/2009 09:53:29 AM	E-Mail To Arne (FOM backup)				
<p>Good Morning Arne,</p> <p>I spoke with Jason at Dealer 403112 last night. He was going to contact you regarding this customer. The Sales Manager, Steve, reviewed this customer's current lease. He feels that the amount to get the customer out of the vehicle in a trade assist scenario would be about \$7k - \$9k.</p> <p>The customer called me this morning. The customer spoke very highly of the dealership. The customer also spoke very highly of the brand. The customer is very dissatisfied with the vehicle itself. The customer mentioned on his own that he would be more than happy to sign another lease with VW if VW offered trade assist. I found it interesting that the customer used the amount of \$9k when he spoke with me.</p> <p>I have advised the customer that I would follow up with the customer by Close of Business 7/6, but we were researching any and all possibilities with no guarantee.</p> <p>Let me know how you would like to proceed from here. RCM to email Med/Arb</p>						
CAMPOSA	06/24/2009 09:54:28 AM	E-Mail To James				
RCM sent copy of FOM email to Med/Arb. RCM to send FYI email to Dealer.						
CAMPOSA	06/24/2009 09:54:58 AM	E-Mail To Jason		403112		
RCM sent copy of FOM email to Dealer. RCM to wait FOM reply.						
CAMPOSA	06/24/2009 10:44:53 AM	Voice Mail From Arne				
FOM advised: waiting on call back from Dealer 403112 Sales Manager; will follow up with RCM with updates. RCM to wait FOM						

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CASE NUMBERS SOURCE: All

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CAMPOSA	06/26/2009 12:50:38 PM	E-Mail From Arne Wadenstierna				
<p>Hey All,</p> <p>Just wanted to tie together several discussions since Wednesday. After speaking with James, Jason & Steve, I authorized up to \$5,300 in VW Trade Assistance to get the Customer into a Jetta (as per his request to Steve). Steve/Jason: Please let us know the status of this offer. Thanks!</p> <p>Arne RCM to wait field contact.</p>						
CAMPOSA	06/29/2009 09:23:57 AM	Call To Jason		403112		
<p>Service Manager advised: customer came in and purchased a Jetta over the weekend. RCM to follow up with customer.</p>						
CAMPOSA	06/29/2009 03:29:34 PM	Call To [REDACTED]				
<p>RCM advised: following up; understand that customer now owns a Jetta. Customer advised yes and that she loves it. No further action.</p>						

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2008 Eos 2.0L [REDACTED]	090153248	Customer Relations	WVWBA71F68V [REDACTED]	5,000		Complaint 426085 Pr. Rsn: 44E Stalling
WHEELEK	06/19/2009 05:30:21 PM	Call From [REDACTED]				Suggestion Rsn: 15R Referred to CR
<p>Customer states: VCI referred; Original owner; Customer leased from VCI/\$300.00; has experienced multiple vehicle issues; vehicle stalls in stop and go traffic; Customer is seeking/expecting to get out of the vehicle; this is the 3rd time to dealer 426085 for a stalling concern; her daughter is the primary driver of the vehicle, and she does not feel comfortable letting her daughter continue to drive; she does not feel the dealer knows what is wrong with the vehicle; she believes it is the main computer for the vehicle. CO advised: updated customer information; due to the nature of her concerns, will escalate to a RCM for research; will receive an update by COB, Monday, 6-22-2009. CO to forward to RCM for action.</p>						Complaint Rsn: 74A Customer leaving brand
WHEELEK	06/19/2009 05:40:55 PM	Assigned To WER				
<p>Please research per customer's request; can be reached on cellular number between 12:00 - 5:00PM RCM to e-mail/contact dealer 426085.</p>						
ZEHELD	06/19/2009 05:42:03 PM	Assigned To ZEHELD				

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ZEHELD	06/19/2009 06:10:35 PM	E-Mail To Neil Vitro		426085		

***** Email to nvitro@scvolkswagen.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: WVVBA71F68V [REDACTED]

Reason for Inquiry:

Hi Neil,

Customer states vehicle has been in 3 times for stalling in stop in go driving; seeking to get out of the vehicle at this point.

Please advise of repair history and total days down for concerns. Also confirm if there have been any repeat repairs. Thanks!

Please review and advise me of the vehicles 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.

Darrell Zehel
 (248) 754-3653

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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VOLKSWAGEN OF AMERICA, INC.
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						RCM to wait Dealer 426085 e-mail.
ZEHELD	06/22/2009 03:58:00 PM	Voice Mail To Neil Vitro		426085		RCM LMTRMC. RCM to wait Dealer 426085 call.
ZEHELD	06/22/2009 05:46:56 PM	Voice Mail From Neil Vitro		426085		Service Manager LVMM seeking RCM call back. RCM to call Dealer 426085.
ZEHELD	06/22/2009 06:09:28 PM	Call To Neil Vitro		426085		Service Manager states vehicle has been in once prior for a dimmer switch and mechatronic replacement; days down was 13 due to parts delay; currently, steering column and control module need to be replaced; waiting on parts; ETA for repairs is Wednesday 6/24; if vehicle is done on 6/24 totals days down will be 18 days. RCM to e-mail FOM.
ZEHELD	06/22/2009 06:23:15 PM	E-Mail To Ed Groth				RCM sent action required e-mail to FOM. RCM to e-mail Med/Arb.
ZEHELD	06/22/2009 06:23:25 PM	E-Mail To Brian Lindsay				RCM alerted Med/Arb to concerns. RCM to wait FOM e-mail.
ZEHELD	06/22/2009 06:40:41 PM	E-Mail From Ed Groth				FOM states agrees with RCM offer of 1 vehicle payment. RCM to call Customer.
ZEHELD	06/22/2009 06:45:51 PM	Call To [REDACTED]				Customer states has had a terrible experience with the vehicle; vehicle is a lemon. RCM advised still researching concerns; have to wait until the vehicle is repaired prior to delivering our decision; will call Customer before COB on 6/24. RCM to close case pending follow up with Dealer 426085 on 6/24 to ensure vehicle is properly repaired.
ZEHELD	06/24/2009 04:15:06 PM	Call To Joe		426085		Service Advisor advised Service Manager is unavailable; spoke with technician and vehicle repairs are almost complete; will return the vehicle to the Customer today. RCM to call Customer and offer 1 months vehicle payment.

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ZEHELD	06/24/2009 06:12:35 PM	Call To [REDACTED]				RCM advised vehicle will be fixed today; confident the concerns have been completely addressed; will not be able to meet Customer request to get out of the vehicle at this time; if concerns persist in the future we can review at that time; would like to offer 1 months vehicle payment due to concerns and vehicle down time. Customer states accepts offer; hopes vehicle is fixed this time because he doesn't want it to die on the freeway; if concerns happen again doesn't want to talk to CCC and will seek legal counsel. RCM advised Customer to fax over payment coupon and continue to pay his bill; will see a credit in the next couple of months. Pending Customer fax, no further action.
GHIDROA	06/30/2009 12:25:34 PM	Return Call From [REDACTED]				Customer states: recently her daughter was driving at 55 MPH with customer in the car; the daughter was making a U-turn and the vehicle stopped; customer states: this is the 4th time that this happens; customer is having the vehicle towed back to Dealer 426085 today; Dealer has already replaced the entire computer system and the issue returned; RCM offered 1 month payment which customer will not accept; customer will not drive this vehicle any longer and will not purchase another VW. Customer seeking for VW to end the lease; seeking a refund on a prorated basis of the \$2,000 that customer put down at the time of the lease agreement; customer will take legal action if VW will not meet customer's expectations. CA advised: VW goal is to work within the terms of the warranty; every situation is looked at on a case by case basis; RCM will evaluate customer's request and will follow-up with customer by COB tomorrow. Customer seeking to be reached at cell phone number [REDACTED]. RCM to contact Dealer 426085
ZEHELD	06/30/2009 01:01:58 PM	E-Mail To Neil Vitro		426085		Hi Neil - The customer called today claiming the following: ¿daughter was driving at 55 MPH with customer in the car; the daughter was making a U-turn and the vehicle stopped; customer states: this is the 4th time that this happens; customer is having the vehicle towed back to Dealer 426085 today¿ Please provide me with an updated diagnosis when available with an ETA on repairs if possible. Thank you! RCM to wait Dealer 426085 e-mail.

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ZEHELD	07/01/2009 02:27:12 PM	Voice Mail To Neil Vitro		426085		RCM LMTRMC. RCM to wait Dealer 426085 call.
ZEHELD	07/01/2009 02:41:50 PM	Return Call From Neil Vitro		426085		SM states VEH came back in yesterday; has a bad fuse box connection; will be down for 3 days if part arrives tomorrow; this is a repeat repair for the fuse box. RCM to call FOM.
ZEHELD	07/01/2009 03:32:37 PM	Voice Mail To Ed Groth				RCM LMTRMC. RCM to wait FOM call.
ZEHELD	07/01/2009 04:58:57 PM	Voice Mail From Ed Groth				FOM LVMM for RCM to return call. RCM to call FOM.
ZEHELD	07/01/2009 04:59:30 PM	Voice Mail To Ed Groth				RCM LMTRMC. RCM to wait FOM call.
DUBROCN	07/01/2009 07:43:45 PM	Voice Mail For [REDACTED]				CA LVMM advising we will follow up with her tomorrow with a decision; any additional questions or concerns to contact CCC back. RCM to wait FOM call.
ZEHELD	07/02/2009 12:59:01 PM	Voice Mail From Ed Groth				FOM LVMM for RCM to return call. RCM to call FOM.
ZEHELD	07/02/2009 01:08:07 PM	Call To Ed Groth				FOM states will meet Customer request to replace vehicle; will forward information over to Med/Arb and they will be in touch with the Customer. RCM to call Customer.

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YOUNGLI	07/02/2009 01:53:23 PM	Return Call From	[REDACTED]			Customer stated, she did not get follow up as promised, CA advised, Customer did receive follow up yesterday, a VM was left. Customer stated, at what phone number. CA advised, not sure what phone number was called, Customer does have several phones numbers with different applicable times. Customer stated, she would like for CA to remove phone numbers. CA advised, Customer would need to verify phone numbers and then CA can remove them. Customer verified phone numbers. CA advised, numbers have been removed. Customer stated her cell phone number (as it now appears in customer information screen), this is the only number that she wants CCC to have. CA advised, number is now the only number, Customer will need to speak to RCM for further updates, can transfer customer, if RCM is not available, does Customer want to go to RCM VM. Customer stated, yes. CA to call the RCM.
YOUNGLI	07/02/2009 02:00:01 PM	Call To Darrell Zeheld				CA advised, Customer is seeking to speak to RCM. RCM advised, can transfer Customer. RCM to speak to Customer.
ZEHELD	07/02/2009 02:32:21 PM	Continued Comment With	[REDACTED]			RCM advised will be able to meet Customer request to replace vehicle. Customer states is leasing vehicle and doesn't want another vehicle at this time; wants deposit prorated and out of the lease; will be getting a VW Beetle next year for her daughter; current vehicle is a hazard; died 4 times and lucky there was not an accident; couldn't turn steering wheel; hopes VW uses vehicle for parts and doesn't send it to auction. RCM advised will inform FOM of Customer request and file will be going over to Med/Arb for handling; Med/Arb should be following up with Customer by the beginning of next week sometime to work out the details. RCM to call FOM.
ZEHELD	07/02/2009 02:32:40 PM	Call From Ed Groth				FOM states will only replace the vehicle at this time; will not get Customer out of lease or repurchase the vehicle. RCM advised will call Customer back with the update. RCM to call Customer.
ZEHELD	07/02/2009 02:36:01 PM	Call To	[REDACTED]			RCM advised spoke with FOM and RCM advised of incorrect information; VW will only replace the vehicle at this time, not get Customer out of the lease or buy the vehicle back. Customer states appreciates the update and will call RCM back. RCM to wait Customer call.

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ZEHELD	07/06/2009 01:04:31 PM	E-Mail To Ed Groth				
		Hi Ed -				
		I called this lady back on Thursday 7/2 with the update that we would only replace the vehicle and not repurchase it. She accepted the news and told me she would call CCC back. I have yet to hear from her. I am closing the case for now and will be in touch if she contacts us again.				
		Thanks!				
		Pending Customer call, no further action.				
ZEHELD	07/06/2009 01:47:48 PM	Call From Neil Vitro		426085		
		Service Manager states vehicle is repaired; fuse holder was replaced; no tension on the fuse so the fuse was making intermittent contact which was causing concerns; calling Customer today to come pick up vehicle and drop off loaner. RCM advised FOM as approved replacement; advised Customer who said she would call back but has not; case is closed pending Customer call. Service Manager states will call FOM with the update. Pending Customer call, no further action.				
MULLIGM	07/09/2009 03:40:37 PM	Call From [REDACTED]				
		Customer states seeking number for regionally rep she was working with as he is replacing her vehicle and lost his number; call dropped while reading notes; CA to call Customer.				
MULLIGM	07/09/2009 03:42:58 PM	Call To [REDACTED]				
		CA apologized for disconnect; Customer states she meant it was RCM she needed to speak with; CA to transfer to RCM.				
MULLIGM	07/09/2009 03:43:20 PM	Transfer To Darrell				
		RCM available; CA transfers Customer.				

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ZEHELD	07/09/2009 04:09:18 PM	Continued Comment With Mr. & Mrs.]				
		Customer states would like to replace the vehicle because he doesn't want to go through the legal hassle; just paid \$400 in registration fees and doesn't want to lose out on them; has paid bill on time every time and doesn't want to lose out on that either; has two years left on lease and doesn't want to extend it; wants rental vehicle covered until replacement vehicle is provided because wife is afraid to drive current vehicle; wants additional compensation for issues thus far. Spouse states doesn't feel safe in Eos; would consider a 2009 Eos or New Beetle convertible; has had a terrible experience; Dealer 426085 wants their loaner back. RCM advised doesn't work with replacement process but believes all the equity put in to the vehicle will roll over into replacement vehicle and doesn't believe contract will have to be extended; would be willing to cover the loaner vehicle until a replacement vehicle is decided on as long as Customer is willing to get to VW Dealer to chose a vehicle in a timely manner; we cannot pay for rental vehicle if Customer takes a month to decide what vehicle they want; will contact Dealer 426085 to let them know about the rental; will contact field representative to discuss the replacement process and Customer expectations; RCM or Med/Arb will be contacting Customer soon to work out the further details and paperwork. RCM to call FOM.				
ZEHELD	07/09/2009 04:22:46 PM	Call To Ed Groth				
		RCM advised of Customer request; advised would cover a loaner vehicle while waiting for replacement vehicle. FOM states will get paperwork over to Med/Arb today and hopefully it will start processing tomorrow; agrees with RCM decision to provided loaner vehicle; may get expensive. RCM advised will set limit on loaner coverage until 7/17. RCM to call Dealer 426085.				
ZEHELD	07/09/2009 04:27:45 PM	Voice Mail To Neil Vitro		426085		
		RCM LVMM; advised of situation; will cover loaner until 7/17 or until a replacement vehicle is provided; call with any questions. RCM to call Customer.				
ZEHELD	07/09/2009 04:30:13 PM	Call To [REDACTED]				
		RCM advised replacement process is underway; Med/Arb should be contacting Customer tomorrow or early next week; did speak with Service Manager and authorized loaner coverage through 7/17; call for any further questions; if additional loaner time is needed Customer can call RCM back to reevaluate. No further action.				

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2008 Eos 2.0L [REDACTED]	090154696	Customer Relations	WVWBA71F18V [REDACTED]	12,200		<u>Complaint 408252</u> Pr. Part: 3511-Mechatronic Pr. Rsn: 31G Surging
JONESTR	06/22/2009 03:04:29 PM	Call From [REDACTED]				
Customer states: 2nd VW, maintained at dealer 408252. Customer states vehicle was having a terrible surging concern, with the vehicle jumping forward. Customer states took the vehicle in for diagnosis to dealer 408252 DP experienced the concerns was advised the mechatronic needs to be replaced, but it will take 6-8 weeks to get the part. Customer states asked if it was safe to drive the vehicle, and customer was informed yes. Customer states while arriving to work before part came in while attempting to park the vehicle surged forward and customer hit the lamp post. Customer states called dealer 408252 to advise of the concern and she was informed to contact CCC, also within 3 days of her call the part was available for repairs within the next three days. Customer states now she is being advised to contact her insurance company for body repairs, but feels since a VW part caused the surging and dealer 408252 advised customer she can continue to drive she is seeking VW to cover repairs, customer states she was not injured but very scared. CO advised all information has been documented, and call will be transferred to Rep. that will be able to look into customer concerns. CO to call level 2.						
JONESTR	06/22/2009 03:14:42 PM	Call To Greg				
CO spoke with RC/Greg advised of previous notes. RC states to inform customer request will be looked into and customer will receive a follow-up call tomorrow. CO inquired if RC wanted to speak with customer as escalation process show call should be transferred live. RC states advising CO of what to tell customer. CO to return to owner.						
PETERSG	06/22/2009 03:16:31 PM	Call From Traci Jones				
RC advised that VW will research her request for cost assistance on the body repairs and call her back tomorrow with our response. RC to call PL.						
JONESTR	06/22/2009 03:17:35 PM	Return To [REDACTED]				
PETERSG	06/22/2009 03:20:17 PM	Voice Mail To Chris Lewis				
RC LVMM for PL, explaining the customer's allegations and asked for direction. RC to wait for PL's response.						

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PETERSG	06/22/2009 03:20:32 PM	Call To Pedro Martin	201-376-7206	408252		
	SM states he reviewed this with his FOM, Rick Barke, who confirmed this should be an insurance matter. SM states he thinks there is about \$1500-\$2000 worth of body damage but she will need to be brought back in to 408252 so they can work up a proper repair estimate with one of their local body shops. RC advised that we are researching this with PL and RC will call him back with PL's position.					
JONESTR	06/22/2009 03:27:43 PM	Return To [REDACTED]				
	CO advised customer at this time concerns and request will be looked into, and customer will receive a follow-up call on Tuesday 06/23/09 to advise of next course of action. Customer states that what the problem is with VW, no one at the dealer wants to talk about the concern, and now same treatment except for CO. Customer states actually this has been going on for 3 weeks now because she never get a day off and she takes care of her sister with cancer and this is the only day she can pursue this issue. Customer states there is no way she can answer any calls or speak with anyone on tomorrow, because of the tight schedule. Customer states please have Rep. call on Wednesday 06/24/09. CO apologized for concern and advised records will reflect call back on Wednesday. CO to escalate case.					
JONESTR	06/22/2009 03:31:33 PM	Assigned To unassigned				
	Customer requesting not to be contacted on Tuesday, please call on Wednesday. Wait level 2.					
PETERSG	06/22/2009 03:38:49 PM	Call To [REDACTED]				
	(RC sees in the previous note that it appears the customer seems to think we are avoiding her). RC called the customer to explain that RC has no problem speaking with her. RC explained that we wanted to do some leg work so that we had something to discuss, as we know what it is that she is claiming and we know she would like us to pay for the body repairs. RC provided a status update on the research performed so far and let her know that we will call her back with direction by Wednesday at the latest. Customer said she will be pretty busy tomorrow (Tuesday), so Wednesday would be better to have lengthy conversations if needed. RC to wait for PL's response.					
PETERSG	06/22/2009 03:46:30 PM	Call From Chris Lewis				
	PL agreed that we should have the customer return to the dealer so we can obtain a proper repair estimate for the body damage.					
PETERSG	06/22/2009 03:54:55 PM	Voice Mail To Pedro		408252		
	RC LVMM for the SM, letting him know that we will need to get the customer back in for a repair estimate on the body damage. RC advised that RC will call the customer and will let her know to use the SM as her point of contact in coordinating the inspection. RC to call the customer.					

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>
PETERSG	06/22/2009 03:56:33 PM	Call To [REDACTED]				RC informed the customer that we will need her to return to 408252 so we can get a repair estimate. RC explained that she may use the SM, Pedro, as her point of contact in coordinating the estimate. RC advised that once we have the estimate, RC will research the matter and then call her back with our position. RC to follow up in a day or so to ensure the dealer was able to coordinate an inspection.
PETERSG	06/24/2009 02:53:54 PM	Voice Mail To Pedro		408252		RC LVMM for the SM, asking him to RMC when he has the body shop estimate. RC to wait for the SM's call.
PETERSG	07/07/2009 03:06:14 PM	Call To Pedro		408252		SM states his SA, Michelle had been working with the customer (as we speak), trying to obtain photos in order to get a rough estimate for body repairs. RC advised that we are actually going to need an "accurate" estimate for the body repairs. SM states he will make sure to call RC when he gets the estimate.
PETERSG	07/13/2009 04:04:55 PM	Call To Michelle		408252		SA states she asked the customer to bring her vehicle to the body shop, but she hasn't done that yet. SA states she will give the customer a call to find out whether the customer has a time frame in mind. RC to follow up with the SA again for an update.
FOXK1	07/16/2009 02:53:13 PM	Voice Mail To Mechelle		408252		LMTRMC. ES/RC wait dealer call.
PETERSG	07/16/2009 04:32:47 PM	Voice Mail From Pedro		408252		SM states he has an estimate and he would like to fax it. (SM states the estimate is \$2,130.00). RC to call the SM.
PETERSG	07/16/2009 04:39:31 PM	Call To Pedro		408252		RC asked the SM to fax the estimate to CCC. RC advised we will research with PL once it is received and then call him back with our position. RC to wait for fax.
WILLIAC2	07/17/2009 01:45:33 PM	FAX From Pedro		408252		Fax in doc center.

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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WILLIAC2	07/17/2009 01:45:57 PM	Assigned To CCC				
PETERSG	07/17/2009 02:28:11 PM	E-Mail To Chris Lewis				RC e-mailed the estimate to PL. RC to wait for PL's response.
PETERSG	07/20/2009 08:51:35 AM	E-Mail From Chris Lewis				PL responded by saying that PL will pay for the body repairs. PL asked for the completed R.O. so they can EFT the dealership. PL mentioned that pictures would be welcomed as well. RC to call the dealer.
PETERSG	07/20/2009 01:45:51 PM	Call To Pedro		408252		RC advised SM that we are willing to pay for the body repairs as a goodwill gesture. RC asked SM to fax the completed R.O. to CCC along with some photos of the body damage. SM agreed to do so and said he would have his dealership tell the customer the good news. No further action, pending dealer fax.

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2008 Eos 2.0L [REDACTED]	090155518	Customer Relations	WVWBA71F18V [REDACTED]	17,000		
YOUNGLI	06/23/2009 09:23:36 AM	Call From [REDACTED]				Complaint 408277 Pr. Part: 3885-Mechatronics Pr. Rsn: 85J Treatment by Personnel
<p>Customer stated, vehicle is currently at Dealer 408277, a few weeks ago have concerns with vehicle, the transmission was slipping, vehicle was jerking into gear and rolling back wards and this is an automatic, not a stick shift vehicle, vehicle needs a part (brains of the transmission, do not know name of part) that is supposed to be coming from Germany, Seeking to find out what the status is on the part. Customer does currently have a loaner vehicle. Dealer treated Customer very unprofessionally, the owner of the Dealer was rude to Customer, the Dealer did not follow up with Customer, Customer is dissatisfied with Dealer service, Customer is seeking only to note the Dealer complaint concerns at this time, does not want Dealer notified of complaints. CO advised, can have parts status research for Customer by escalating RCM to research and follow up with Customer. Customer stated, she would like to be reached in the morning time at business phone [REDACTED] CO advised, Customer will receive follow up before COB 6/24. CO to assign to RCM.</p>						Complaint 408277 Part: 3885-Mechatronics Rsn: T03 Auto/Hybrid - Slips/shifts erratically
YOUNGLI	06/23/2009 09:42:11 AM	Assigned To CCC				
<p>Customer is seeking to find out status of transmission parts for vehicle, Customer can be reached at Business number [REDACTED] RCM to email Dealer.</p>						
HAWLEYD	06/23/2009 10:55:00 AM	Assigned To HAWLEYD				
<p>Assigned to handling.</p>						
HAWLEYD	06/23/2009 01:38:03 PM	Call To John (assistant to mgr)		408277		
<p>Service advisor advised that they ordered a mechatronics unit for this customer on 5/11/09 and they have no update as of yet. Service advisor advised that he did verify with the new parts manager that it was ordered properly. RCM to contact customer.</p>						
HAWLEYD	06/24/2009 03:48:11 PM	Call To [REDACTED]				
<p>RCM advised customer that the part is built VIN specifically to her vehicle and the dealer does not have the ability to track the part. RCM advised that we have documented her concerns with the owner of the dealer and his treatment towards her. RCM advised that we will be happy to follow up with her until the part arrives. RCM advised that we will call her by COB on Thursday 7/2/09. Customer states that will work as the weekend she is leaving for vacation and will not be returnin until the 7/15/09. RCM to follow up.</p>						

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HAWLEYD	06/24/2009 04:27:36 PM	Note To CCC				
	Please note that RCM will not forward complaint to FOM, as this dealer is being closed by VW.					
HAWLEYD	07/02/2009 08:47:33 AM	Call To John (assistant to mgr)		408277		
	Service advisor advised that the part is still on order. RCM to contact customer.					
HAWLEYD	07/02/2009 02:18:01 PM	Call To [REDACTED]				
	RCM advised customer that this is just a courtesy follow up to let her know that her part has not arrived yet and that we will follow up with her when she returns from her vacation by COB Thursday (7/16/09). Customer states that she would like to know if the part will come in while she is on vacation. RCM advised that it is possible and VW is doing everything we can to obtain this part for her. RCM advised that this is a VIN specific part. RCM to follow up.					
SZYMANT	07/16/2009 11:08:01 AM	Call To Christopher		408277		
	Part manager states got an update from a VW rep last Wednesday or Thursday that it would be another 5-10 days; they don't have the part yet. RCM to call customer and advise that updated ETA as of last Thursday was another 5-10 days; RCM will update her by next Tuesday 7/23. RCM to call customer.					
SZYMANT	07/16/2009 11:16:03 AM	Voice Mail To [REDACTED]				
	RCM LVMM with customer; advised updated ETA appears that part may arrive early to mid next week, but we can't promise there won't be further delays; we'll update her by Tuesday 7/21.					
FOXK1	07/17/2009 11:01:50 AM	Note To CCC				
	ES closing with follow up date for 7/21.					
HAWLEYD	07/21/2009 03:12:18 PM	Call To Tom		408277		
	Parts manager advised that the part has not arrived and they keep being told that it will be a couple of weeks. RCM to contact customer.					
HAWLEYD	07/21/2009 03:20:55 PM	Voice Mail To [REDACTED]				
	RCM LMTRMC. RCM or CA - advised that the part has not arrived as of yet and we are working to obtain the part for her, however this is a 6-8 week build time for this part. Please advise customer that we will follow up with her by COB on Tuesday 8/04/09. RCM waiting for customer call back.					

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GHIDROA	07/23/2009 10:05:47 AM	Return Call From	[REDACTED]			Customer states: she has waited for this part for 2 months; Dealer is providing her with a courtesy rental/loaner vehicle; customer seeking to let VW know that she may consider filing for Lemon Law; she has been researching this and states that she believes she qualifies; she will allow VW some more time before she decides. CA advised: RCM will follow-up with customer by COB 08-04. RCM to review.
HAWLEYD	07/27/2009 01:03:09 PM	Call To Tom		408277		Parts manager advised that the mechatronics unit has not arrived as of yet. RCM to follow up.
HAWLEYD	08/04/2009 03:03:33 PM	Call To Ty (parts advisor)		408277		Parts manager is not available, RCM transferred to DP. DP advised that he will check to see if the mechatronics unit has arrived and will contact RCM back. RCM waiting for DP call back.
HAWLEYD	08/04/2009 03:22:33 PM	Return Call From Ty (parts advisor)		408277		DP advised that the mechtronics unit has not arrived as of yet. RCM to contact customer.
PABSTM	08/04/2009 05:01:39 PM	Voice Mail To ms	[REDACTED] 0)			RCM advised not having an ETA, the assigned RCM will call her within one week, 8/11/09, with any updates. RCM to wait contact from dealr 408277.
CLAYTOY	08/06/2009 09:43:42 AM	Return Call To	[REDACTED]			Customer states she is calling regarding her case. CA advised the customer according to the notes on the file VW called the customer on 8-4-09 and advised there is no update regarding the parts and the customer would be called by 8-11-09 regarding any updates. Customer states she has sent the first form letter to VW regarding lemon law and VW received the letter on 7-29-09 according to her mail receipt. Customer states the letter says that she believes the vehicle is a lemon according to New Jersey Lemon law. Customer states it is written in the letter VW has 10 days from the receipt of the letter to get the vehicle repaired. Customer states it is coming close to 10 days. Customer states she has not received any response from VW. Customer states she has not obtain an attorney at this time. CA advised the customer the CA could transfer the customer call to RCM and if she is not available the customer could leave a voicemail message. Customer declined the offer. RCM to follow up.
HAWLEYD	08/10/2009 12:54:50 PM	Call To John (assistant to mgr)		408277		RCM LMTRMC. RCM waiting for service advisor call back.

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HAWLEYD	08/10/2009 02:32:53 PM	Call To John (assistant to mgr)		408277		
	Service advisor advised that the mechatronics unit has not arrived as of yet. RCM to follow up.					
ZIEHMEC	08/11/2009 05:56:54 PM	Call To [REDACTED]				
	RCM advised customer that RCM is still looking into the concerns, but RCM will follow up with him by COB 8/13. Customer states: they have filed a lemon law claim through the state, not an attorney; part on order since 6/9; this is there 6th and possibly last VW; they are in a rental. RCM advised customer: as paperwork for claim has not been received yet RCM will follow up with him by COB 8/13. RCM to call dealer 408277.					
HAWLEYD	08/13/2009 03:32:03 PM	Call To John (assistant to mgr)		408277		
	Service advisor advised that the mechatronic unit arrived today and the bolts and other items are expected in tomorrow. RCM to contact customer.					
HAWLEYD	08/13/2009 04:12:24 PM	Call To [REDACTED]				
	RCM advised customer that the mechatronics part arrived today and the rest of the parts are arriving tomorrow (Friday 8/14/09). RCM advised that we will follow up with her on Wednesday 8/19/09. RCM to follow up.					
HAWLEYD	08/17/2009 12:10:55 PM	Call To John (assistant to mgr)		408277		
	Service advisor advised that the vehicle is repaired and has been returned to the customer. Service advisor advised that the service manager is going to offer the customer either 1 - 2 vehicle payments once he speaks to the FOM. Service advisor advised that the customer has been in the loaner vehicle since 6/08/09. RCM to contact customer and direct her to work with the service manager in regard to the vehicle payments. RCM to contact customer.					
HAWLEYD	08/17/2009 04:35:46 PM	Call To [REDACTED]				
	RCM LMTRMC. RCM or CA - Please advise customer that this is a courtesy call as we have been advised that her vehicle is repaired and has been returned to her. Please advised customer that we understand that the service manager is requesting a copy of her vehicle payment as they are looking into assisting with a possible vehicle payment due to the concerns with the vehicle. Please advise customer to stay in contact with the dealer. RCM waiting for customer call back.					
MORRISC	08/18/2009 03:22:59 PM	Note To Diane Hawley				
	You can close. Med/Arb has an open case now. Thank you.					

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HAWLEYD	08/18/2009 04:57:05 PM	Note To CCC				
RCM closed due to med/arb has a case open. No further action.						

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2008 Eos 2.0L [REDACTED]	090155778	Customer Relations	WVWBA71FX8V [REDACTED]	10,800		Complaint 409115 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
SHORTK	06/23/2009 12:57:47 PM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle still making payments; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; transmission needs to be replaced; Customer is seeking/expecting to have vehicle replaced; working with SM; this customer perceives this to be a premature failure; Customer states VEH has been down approximately 2 weeks waiting for transmission. Customer states DLR 409115 advised part ETA is 7/14/09. CO advised customer our primary goal is to repair the vehicle under the terms of the warranty. CO advised customer RCM will evaluate customer request with no guarantee. CO advised customer RCM would contact her by COB 6/24/09. CO to escalate to RCM.						
SHORTK	06/23/2009 12:57:55 PM	Assigned To ccc				
Customer seeking to have VEH replaced due to multiple transmission repairs and extensive wait for parts. RCM to email DLR 409115						
ISTIFOV	06/23/2009 01:01:41 PM	Assigned To ISTIFOV				
Assigned.						
ISTIFOV	06/23/2009 04:21:01 PM	Voice Mail For Joe Stacharowski		409115		
RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.						
ISTIFOV	06/24/2009 09:14:45 AM	Return Call From Joe Stacharowski		409115		
Service Manager advised that the vehicle has 10,800 miles and is down for a mechatronics unit. Service Manager advised the ETA at this time is mid July. Service Manager advised that the FOM has been alerted and will be at dealer 409115 tomorrow as well. Service Manager advised the order was placed by dealer 409115 on 6/15/09. RCM to contact customer and offer one month vehicle payment once the part arrives, possibly two depending on downtime. RCM to call customer.						

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ISTIFOV	06/24/2009 02:19:52 PM	Call To	[REDACTED]			RCM advised that the mechatronics unit is needed and is on a 6-8 week wait time and RCM would like to offer at least one month vehicle payment for now and will evaluate for another payment depending on downtime. RCM advised that dealer 409115 advised they expect the part to arrive in mid-July. Customer states that she has had the transmission shifting concern early on with the vehicle ownership and she does not feel safe in this vehicle. Customer states that she would like either a new vehicle or her money back however, will evaluate VW CCC's offer and will contact RCM back. RCM to contact dealer 409115 on 7/15/09.
SHORTK	06/29/2009 12:36:37 PM	Call From	[REDACTED]			Customer states seeking to speak with supervisor. CA advised customer RCM would be in best position to assist her regarding her inquiry. Customer states she has thought about offer and is seeking VEH to be replaced. CA to contact RCM.
SHORTK	06/29/2009 12:37:26 PM	Call To Vance				CA attempted to contact RCM. CA to return to customer.
SHORTK	06/29/2009 12:38:06 PM	Return To	[REDACTED]			CA attempted to return to customer. CA accidently transferred customer to RCM voicemail. CA to contact customer back.
SHORTK	06/29/2009 12:38:47 PM	Voice Mail To	[REDACTED]			CA LVMM. If customer calls, please assist accordingly. RCM to contact customer.
MANNAE	06/29/2009 12:44:46 PM	Return Call From	[REDACTED]			Customer seeking to speak with RCM, as her RCM is on vacation. CA to locate RCM.
MANNAE	06/29/2009 12:45:15 PM	Transfer To Ryan				RCM to continue comments.

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CONLINR	06/29/2009 01:02:10 PM	Continued Comment With	[REDACTED]			
<p>Customer states: seeking to get out of Vehicle; knows that she falls within Lemon Law; currently loaner Vehicle Customer was given is making very loud sounds and Customer does not feel it is safe to drive; contacted Dealer who advised they have a Jetta Customer can drive, but it has a check engine light on. RCM advised: VW's goal is to work within the terms of the warranty to address manufacturer shortcomings; in order for VW to evaluate Customer's request to get out of Vehicle, VW will want to see the Vehicle repaired first; Customer should take damaged loaner Vehicle back to Dealer; VW will assist Customer with \$50 a day towards a rental Vehicle for today and tomorrow while RCM researches either another loaner to put Customer into, or a rental Vehicle; as of 7-1-09, VW's normal rental policies of \$30 a day will be in effect should Dealer not have a loaner to provide Customer; RCM will contact Dealer to discuss possible solutions and will call Customer by COB 6-30-09. RCM to call Dealer</p>						
ZIEHMEC	06/29/2009 01:17:43 PM	Voice Mail To Joseph		409115		
<p>RCM advised Service Manager of the customers concerns. RCM to wait Service Manager call.</p>						
CONLINR	06/29/2009 01:21:34 PM	Call To Mitchell		409115		
<p>(Service Manager unavailable) RCM advised Service Advisor of Customer concerns. Service Advisor states: Dealer has a 2009 Subaru Forester that they have set aside for Customer; Customer will have this Vehicle until part arrives and Vehicle is repaired. RCM to call Customer</p>						
CONLINR	06/29/2009 01:24:14 PM	Voice Mail To	[REDACTED]			
<p>RCM advised: have reviewed concerns with Dealer; Dealer will be putting Customer into a new Subaru Forester loaner vehicle instead of a rental Vehicle; RCM will follow up with Customer on 7-15-09 to ensure that part has arrived and Vehicle has been repaired. RCM to review</p>						

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ISTIFOV 07/06/2009 08:53:07 AM E-Mail To Len Pilius

The following customer has contacted Customer CARE. I have confirmed that the vehicle has been down for three weeks (6/15/09)

Customer Name: [REDACTED]

VIN: WVWBA71FX8V [REDACTED]

Model/Model Year: 2008 Eos

In-service Date: 9/9/08

Mileage: 10,800

Is the vehicle at the dealer for repairs: Yes

What has the Service Manager indicated: RO was opened on 6/15/09 and needs a mechatronics unit which I have received word internally that the part is expected to arrive by mid July.

Days Down: 21 days

In an attempt to turn this situation around, I did offer a lease payment. We have also upgraded customer's rental vehicle into a Subaru Forester at \$50 a day. The customer was not satisfied with this offer and is still requesting to be relieved of the vehicle. If there is nothing further you'd like to do, I can let the customer know we will work to repair her vehicle within the terms of her warranty.

Next steps/CARE action: I have promised the customer a return call by [insert date]; 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 *REPLY TO ALL* when responding to this email.

Thank you for your help.

Vance
Wait field contact.

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ISTIFOV	07/06/2009 04:36:02 PM	E-Mail From Len Pilius				
		Vance,				
		I appreciate the customer's concern, but I would like to work within the terms of the warranty at this time. Give her two payments in my opinion!				
		Thanks!				
		LP RCM to call customer.				
ISTIFOV	07/07/2009 01:52:01 PM	Voice Mail For [REDACTED]				
		RCM left message advising to please contact RCM back for an update on file. Wait customer call.				
ISTIFOV	07/08/2009 02:27:52 PM	Voice Mail For [REDACTED]				
		RCM left message advising to please contact RCM back with any questions or concerns regarding her file. No further action, pending customer call.				

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2008 Eos 2.0L [REDACTED]	090156720	Customer Relations	WVWBA71F68V [REDACTED]	17,000		Complaint 423072 Pr. Part: 3735-Automatic transmission Pr. Rsn: 56E Hesitation
ALEXANLA	06/24/2009 12:22:41 PM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers (DLR 423072); services the vehicle as recommended; has experienced multiple vehicle issues; the vehicle lugs and hesitates as if it's going into 4th gear when accelerating; Customer is seeking/expecting for VW to replace the vehicle; working with Service Advisor Ken Thomas; states has been having this concern for the past 7K; states vehicle is at Dealer 423072 now and they don't know how to repair it. CO advised Customer that VW can look into request with no promises; advised case will be assigned to RCM; seeking to know the best time of day for follow up. Customer states doesn't matter. CO advised Customer that RCM will follow up by COB tomorrow 6/25. Customer acknowledged. CO to assign case to RCM.						
ALEXANLA	06/24/2009 12:25:47 PM	Assigned To RCM				
Customer seeking for VW to replace the vehicle due to transmission concerns; call [REDACTED] RCM to research.						
ZEHELD	06/24/2009 12:42:00 PM	Assigned To ZEHELD				
ZEHELD	06/24/2009 04:27:30 PM	Voice Mail To Greg		423072		
RCM LMTRMC. RCM to wait Dealer 423072 call.						
ZEHELD	06/25/2009 03:03:31 PM	Call To Greg		423072		
Service Manager states vehicle was in on 15,600 for a hesitation in shift; contacted techline; reset ECM; vehicle working to specifications at this point; no other documented concerns. RCM to call FOM.						
ZEHELD	06/25/2009 03:24:48 PM	Voice Mail To Richard Britschgi				
RCM LMTRMC. RCM to wait FOM call.						
ZEHELD	06/25/2009 06:52:34 PM	Call To [REDACTED]				
RCM advised still researching concerns will call Customer before COB tomorrow 6/26. RCM to wait FOM 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>
ZEHELD	06/25/2009 07:40:15 PM	Return Call From Richard Britschgi				FOM states Service Manager needs to reopen the VTA ticket because the Customer is still having concerns; issue is due to mechatronic; will not replace vehicle; once VTA is open Service Manager needs to send ticket number to FOM and FOM will get QTM involved. RCM to call Dealer 423072.
ZEHELD	06/26/2009 02:30:00 PM	Call To Greg Myer		423072		RCM advised Service Manager to reopen a tech ticket and send the number to the FOM, FOM will get the QTM involved in order to address the concerns; believes it may be related to the mechatronic unit; if mechatronic needs to be replaced and Customer is not comfortable driving the vehicle, VW will cover a loaner vehicle while waiting for the mechatronic to arrive; will not be replacing Customer vehicle. RCM to call Customer.
ZEHELD	06/26/2009 07:41:07 PM	Call To [REDACTED]				RCM advised at this time we will not be able to meet Customer expectations to replace the vehicle; Dealer 423072 is opening the techline ticket for review and VW field representatives will get involved; believe concern is with the mechatronic but we are not for certain at this point as it is pending inspection; if mechatronic does need to be replaced and Customer is not comfortable driving the vehicle we will provide a loaner vehicle. Customer states doesn't want vehicle replaced right now, only wants it fixed; doesn't think wife wants a loaner if vehicle will be down but will ask; seeking to know what will happen if vehicle is not able to be fixed. RCM advised it is our position to work within the terms of the warranty to address any concerns but if we cannot fix the vehicle to specifications then we can research in to any request Customer may have; VW doesn't have a replacement or repurchase program. Customer states read on the internet about the mechatronics unit and is concerned it will not fix the vehicle; if vehicle is replaced doesn't think the same vehicle will address the concerns. RCM advised we will work to meet Customer satisfaction; will call Customer before COB on Tuesday with an update. RCM to call FOM.
ZEHELD	06/29/2009 01:21:06 PM	E-Mail To Richard Britschgi				RCM sent e-mail seeking to know if Dealer 423072 Service Manager has sent the VTA ticket to FOM. RCM to wait FOM e-mail.
ZEHELD	06/29/2009 01:23:03 PM	E-Mail From Richard Britschgi				FOM states has not received VTA ticket. RCM to call Dealer 423072.
ZEHELD	06/29/2009 07:07:04 PM	Voice Mail To Greg Myer		423072		RCM LVMM; seeking to know if VTA was reopened for Customer; seeking Service Manager to cc RCM on message to FOM with VTA number or call RCM with an update. RCM to wait Dealer 423072 call/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>
ZEHELD	06/30/2009 05:31:06 PM	Voice Mail To Greg Myer		423072		RCM LMTRMC. RCM to wait Dealer 423072 call.
ZEHELD	06/30/2009 07:52:41 PM	Voice Mail To [REDACTED]				RCM LVMM; advised is still researching concerns; will call before COB on Thursday 7/2. RCM to call Dealer 423072.
ZEHELD	07/01/2009 05:16:13 PM	Voice Mail To Greg		423072		RCM LMTRMC. RCM to wait Dealer 423072 call.
ZEHELD	07/02/2009 12:55:37 PM	Voice Mail For Greg Myers		423072		Service Manager LVMM; advised has contacted Customer and is having the vehicle come back in for further testing prior to reopening the VTA; believes there may be more concerns with the vehicle at this point; will keep RCM updated. RCM to call Customer.
CONLINR	07/02/2009 07:15:35 PM	Call To [REDACTED]				RCM advised seeking to know if Customer has scheduled an appointment with Dealer. Customer states he has an appointment for 7-6-09. RCM advised RCM will review with Dealer and call Customer 7-7-09. RCM to call Dealer on 7-6-09
ZEHELD	07/06/2009 04:08:23 PM	Note To ccc				Service Manager advised would keep RCM updated; RCM will wait until tomorrow afternoon to obtain update from Service Manager before calling Dealer 423072. RCM to wait Dealer 423072 call.
ZEHELD	07/07/2009 04:17:03 PM	Call To Greg Meyers		423072		Service Manager states Customer brought the vehicle in and was able to duplicate the concern again; believes Customer is in a loaner vehicle; opened a VTA ticket but it didn't give them a number; informed FOM who is trying to figure out why they were not provided with number; believes vehicle will need a mechatronic. RCM to call Customer.
ZEHELD	07/07/2009 06:52:30 PM	Call To Mr. [REDACTED]				Customer states is currently driving vehicle at this time; is not in a loaner; had diagnosis completed; informed FOM was contacted; wants a replacement vehicle if part takes more than 3 months to arrive. RCM advised will continue to follow up and call Customer before COB on Monday 7/13 with an update. RCM to e-mail 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>
ZEHELD	07/08/2009 12:30:08 PM	E-Mail To Richard Britschgi				
	RCM sent FOM e-mail seeking update on VTA ticket issue. RCM to wait FOM e-mail.					
ZEHELD	07/08/2009 01:33:38 PM	Return Call From Richard Britschgi				
	FOM states QTM leader is involved; there is no diagnosis log for VTA ticket; could be multiple things wrong with the vehicle; has advised Service Manager to call RCM with an update when available. RCM to wait Dealer 423072 Service Manager call.					
ZEHELD	07/10/2009 03:04:29 PM	Call To Greg Myer		423072		
	Service Manager states had Customer bring the vehicle back; doing further diagnosis at this point; shop foreman is working on vehicle; opened VTA ticket; has number; forwarded VTA number to FOM; concerns may be due to one of 4 things. RCM advised will call Monday 7/13 for an update. RCM to call Dealer 423072 on 7/13.					
ZEHELD	07/13/2009 05:25:24 PM	Voice Mail To Greg Myers		423072		
	RCM LMTRMC. RCM to wait Dealer 423072 call.					
ZEHELD	07/13/2009 07:29:03 PM	Call To Ken Thomas		423072		
	Service Advisor advised has 1 VTA open for another Customer and a mechatronic is on order; doesn't have a VTA open for Mr. Wick and doesn't have anything on order for him; thought FOM wanted to handle these mechatronic situations one case at a time; Customer currently has vehicle. RCM advised VTA should be open for each Customer with this concern so we can get a mechatronic on order if he needs one; doesn't believe FOM wanted them handled one at a time. Service Advisor states will call Customer and make an appointment to bring the vehicle back in so a VTA can be opened; no codes for this concern. RCM advised will confirm we should continue with this process, if there are any changes RCM will call Service Advisor directly at 541-774-7525 or at kthomas@lithia.com. RCM to call Customer.					
ZEHELD	07/13/2009 07:47:17 PM	Call To [REDACTED]				
	Customer States left the vehicle there last Monday for the entire day for testing; was told by Service Advisor, Ken, that the mechatronic was on order. RCM advised will call Dealer 423072 and call Customer before COB tomorrow. RCM to call Dealer 423072.					

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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>
ZEHELD	07/13/2009 07:51:02 PM	Call To Ken Thomas		423072		Service Advisor advised mechatronic is not on order; needs vehicle to come back in so they can measure the values for techline. RCM advised Service Advisor to communicate this to the Customer and RCM will follow up tomorrow 7/14. RCM to e-mail Dealer 423072 Service Advisor tomorrow.
ZEHELD	07/14/2009 04:35:40 PM	Call To Ken Thomas		423072		Service Advisor states called Customer and they have another appointment for 7/20 at 7:45; will be measuring values because there is no codes on the gear boxes for this issue; unsure of the exact process. RCM advised will follow up on Monday 7/20 evening. RCM to call Customer and reset follow up date for 7/21.
ZEHELD	07/14/2009 05:34:28 PM	Call To [REDACTED]				Customer states is taking vehicle in on 7/20 for further diagnosis. RCM advised will follow up on repairs; not sure if mechatronic will be ordered but field representative has been engaged and RCM will be calling the Customer with details of vehicle concerns on 7/21. RCM to close case pending Dealer 423072 call on 7/20. RCM to call Dealer 423072 on 7/20.
CONLINR	07/20/2009 07:20:47 PM	Voice Mail To Greg		423072		RCM advised seeking update on diagnosis. RCM to wait Dealer call
ZEHELD	07/21/2009 05:09:11 PM	Call To Ken Thomas		423072		Service Advisor advised spoke with techline; opened a VTA; mechatronic is on order; Customer is in vehicle as it is still drivable; sent copy of VTA to the FOM; take 2-3 months for mechatronic to arrive; left Customer message and advised of this. RCM to call Customer.
ZEHELD	07/21/2009 07:53:44 PM	Call To [REDACTED]				Customer states just picked up the vehicle; is aware it may take 2-3 months to arrive. RCM advised will continue to track part; feels part should arrive sooner than later; will follow up on vehicle repairs when part arrives and will be in touch with Customer after to discuss compensation. Customer states that is fine; wanted to remind RCM if they have to wait for 3 months for part that he wants out of the vehicle. RCM advised is aware of Customer expectations. RCM to research part.
ZEHELD	07/24/2009 02:56:14 PM	Call To Ken Thomas		423072		RCM advised Service Advisor to call RCM when mechatronic unit arrives. RCM to close case and set follow up date for 8/7 as mechatronics are scheduled to arrive before then. RCM to Dealer 423072 (unless Service Advisor calls RCM first) on 8/7.

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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>
ZEHELD	08/07/2009 04:31:07 PM	Voice Mail To Becky		423072		
		RCM LMTRMC. RCM to wait DLR 423072 call.				
ZEHELD	08/10/2009 02:09:49 PM	Call To Ken Thomas		423072		
		Service Advisor advised mechatronic part has arrived; Customer coming in on Wednesday 8/12 for repairs. RCM advised will follow up on Wednesday 8/12 for an update on repairs; will be providing Customer with some type of compensation. RCM to close case pending Dealer 423072 appointment on 8/12. RCM to call Dealer 423072 on 8/12.				
ZEHELD	08/12/2009 03:49:21 PM	Call To Ken Thomas		423072		
		Service Advisor advised is getting mechatronic put in; has Customer in loaner vehicle; will probably keep the vehicle overnight to do some test driving. RCM advised will call tomorrow for an update. RCM to call Dealer 423072 tomorrow.				
ZEHELD	08/13/2009 03:02:24 PM	Call To Ken Thomas		423072		
		Service Advisor advised vehicle has been returned to Customer and is working to specifications. RCM to call Customer.				
ZEHELD	08/13/2009 03:21:12 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM to wait Customer call.				
ALEXANLA	08/13/2009 07:00:23 PM	Return Call From [REDACTED]				
		Talk and type by Chris Branstrom. Customer states: seeking to speak with RCM. CA to transfer customer to RCM.				
ALEXANLA	08/13/2009 07:02:37 PM	Transfer To Darrel				
		CA transfer Customer to RCM. RCM to continue with Customer.				
ZEHELD	08/13/2009 07:04:21 PM	Continued Comment With [REDACTED]				
		RCM advised would like to offer 1 vehicle payment or \$425 in VW Dealer services. Customer states vehicle seems to be running well; will accept vehicle payment. RCM advised Customer to fax over payment stub and RCM will process payment; continue making payments as normal as it will take 30-60 days to post to VCI. Pending Customer fax, no further action.				

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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>
2008 Eos 2.0L [REDACTED]	090156828	Mediation/Arbitration	WVWBA71F28V [REDACTED]	7,300		
MICKLUL	06/24/2009 02:21:55 PM	Attached Mail From RICHARD SOUC				Unknown 408080 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
		Replacement request due to vehicle hesitating and stalling. Customer cannot drive the vehicle due to part still not available. Vehicle dropped off May 23rd with complaint and part eta is early July.				
MICKLUL	06/24/2009 02:57:38 PM	Mail To [REDACTED]				Unknown Rsn: 82E Parts Delay
		Repl offer. SON.				
MICKLUL	06/24/2009 02:58:54 PM	E-Mail To Richard Soucek				Unknown 408080 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
		Repl offer.				
MICKLUL	06/25/2009 10:53:26 AM	E-Mail From Glenda [REDACTED] is the only name on the contract.				Rsn: 43Q Repurchase/Replacement(M Only)
MICKLUL	06/29/2009 07:28:02 AM	Attached Mail From VCI				
		Title app and purchase contract.				
MICKLUL	06/29/2009 12:08:25 PM	Return To [REDACTED]				
		Owner not willing to split usage or pay anything towards the new vehicle. She put \$5,000 down on this vehicle . Advised owner I will review her request and let her know.				
MICKLUL	06/29/2009 12:11:33 PM	Voice Mail To Richard Soucek				
		Request for return call.				
MICKLUL	06/29/2009 03:24:46 PM	Reviewed With Richard Soucek				

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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>
MICKLUL	06/29/2009 03:25:05 PM	Call To [REDACTED]				
		Advised I can waive the usage fee. Owner said she will be a customer for life.				
MICKLUL	06/29/2009 03:25:49 PM	FAX To [REDACTED]				
		Repl offer.				
MICKLUL	06/29/2009 03:32:49 PM	E-Mail To Richard Soucek				
		Revised repl offer				
MICKLUL	07/01/2009 08:07:56 AM	Attached Mail From [REDACTED]				
		Signed acceptance.				

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MICKLUL 90156828	07/01/2009 08:31:16 AM	E-Mail To Acct and Distribution				

[REDACTED]

[REDACTED]

East Lyme CT [REDACTED]

Current vehicle: WWWBA71F28V [REDACTED]

Repl vehicle: WWWBA71F99V [REDACTED]

In an effort to promote customer satisfaction, we have agreed to replace the above vehicle with a Volkswagen EOS VIN WWWBA71F99V [REDACTED]

VEHICLE ACCOUNTING

Please generate a new vehicle invoice, and Certificate of Origin showing Volkswagen Credit Leasing LTD, 1401 Franklin Blvd, Libertyville, IL 60048 as the leaseholder .

Please send invoice and Certification of Origin to Laura Micklus, in customer relations/med-arb.

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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

DISTRIBUTION

Please bill replacement VIN : WVWBA71F99V [REDACTED] to 491991. Please credit dealer 401025 .

In the comments field put "CR replacement for [REDACTED] "

MICKLUL 07/01/2009 08:33:22 AM E-Mail To Richard Soucek
 see below. Please arrange shipment of the replacement from 401025 to 408080.

Thank you,

MICKLUL 07/01/2009 10:15:53 AM E-Mail From Richard Soucek
 I was notified late this afternoon [REDACTED] car has been repaired. It was down over 30 days, and I still believe you made the right call re: her replacement.
 I did tell the service manager to contact her and return her car to her so we can at least stop paying for the rental car she has been in.

MICKLUL 07/01/2009 10:21:13 AM Call To Dennis Lajoy 408080
 Advised dlr I will make arrangements to move the vehicle to dealer. Dennis will call me when the vehicle arrives.

MICKLUL 07/01/2009 11:12:29 AM Note To lm
 Submitted move from 401025 to 408080.

MICKLUL 07/06/2009 10:29:14 AM E-Mail To Acct and Distribution
 Request for MCO again.

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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>
MICKLUL	07/06/2009 03:08:11 PM	Return To	[REDACTED]			Request for return call.
MICKLUL	07/08/2009 08:02:23 AM	Voice Mail From Dennis Lajoy		408080		Repl arrived at dealer.
MICKLUL	07/08/2009 02:48:12 PM	Attached Mail From Crystal Batstra				MCO and invoice.
MICKLUL	07/08/2009 02:48:49 PM	Assigned To CARUSOL				Richard Soucek is the contact person, 0 contribution, Dealer 408080, VCI lease, Reason for repurchase is due to Hesitation/surging and part delay of mechtronic unit.
CARUSOL	07/09/2009 10:35:59 AM	E-Mail To Richard Soucek				Hi Richard, Original VIN [REDACTED] WVWBA71F28V Repl VIN [REDACTED] WVWBA71F99V [REDACTED] I have the paperwork ready for the replacement vehicle for [REDACTED]. Do you want me to send the replacement package directly to you or do you recommend someone at the dealership to handle this? If you will be handling same, please advise as to your availability. Thanks, Leslie

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CARUSOL	07/09/2009 11:23:57 AM	E-Mail From Richard Souчек				
		Hi Leslie, Please send the package directly to Dennis Lajoie at VW of Old Saybrook. He has handled this type of situation before. The customer will be back in town Friday and Saturday, and then gone until the following Friday and Saturday. Richard				
CARUSOL	07/09/2009 11:27:53 AM	Closing Package (M/A Only) To Dennis	408080			
		SON closing docs				
CARUSOL	07/10/2009 02:24:22 PM	Call To Dennis LaJoie	408080			
		Closing set for Sat. 07/11/09 at 9:30 a.m.				
CARUSOL	07/14/2009 09:44:05 AM	Voice Mail To Dennis Lajoie	408080			
		LMTRMC regarding status of closing and paperwork				
CARUSOL	07/14/2009 02:55:57 PM	Call From Dennis LaJoie	408080			
		Closing complete; working on paperwork and will send back to me ASAP.				
CARUSOL	07/15/2009 12:14:07 PM	FAX From Brenda	408080			
		Fax of closing docs: soc, lpoa, odo, bbrp, and Final RO 48696.				
CARUSOL	07/15/2009 12:16:21 PM	Final Repair Order (M/A only) From Brenda	408080			
		Final RO 48696				
CARUSOL	07/21/2009 02:42:37 PM	Call To Brenda	408080			
		DP states awaiting customer to provide copy of her driver's license in order to complete DMV paperwork. DP states last week she spoke with customer who said she would provide copy of license to DP over the weekend; however, she did not do so.				
CARUSOL	07/21/2009 02:45:17 PM	Voice Mail To [REDACTED]				
		LVMM advising of conversation with DP regarding awaiting copy of customer's driver's license.				

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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>
CARUSOL	07/24/2009 02:31:46 PM	Call To Brenda		408080		
	Inquire if DP has received copy of customer's driver's license. DP states not as of yet and she has left another voicemail for customer today. Advise to let me know if she doesn't receive DL from customer and I will follow up with her. Advise to send me the remainder of the paperwork and she can fax title app/reg paperwork upon completion.					
CARUSOL	07/28/2009 01:57:49 PM	Attached Mail From Dennis Lajoie				
	Closing docs: acf, cnc, vcr, soc, lpoa, odo, bbrp, and Final RO 48696.					
CARUSOL	07/28/2009 02:01:15 PM	FAX From Brenda Baez		408080		
	Registration certificate and receipt for fees in the amount of \$90.00.					
CARUSOL	07/28/2009 02:10:38 PM	Approved By CARUSOL				
	WVWBA71F28V [REDACTED] [REDACTED] reimb to 408080 for registration expenses					
CARUSOL	07/28/2009 02:13:25 PM	E-Mail To Titles				
	Request for SOC					
CARUSOL	07/28/2009 02:13:33 PM	E-Mail To Distribution				
	Hello,					
	Please place VIN WVWBA71F99V [REDACTED] into service as of 07/11/09.					
	Customer:					
	[REDACTED]					
	East Lyme, CT [REDACTED]					
	Thanks,					
	Leslie					

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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>
CARUSOL	07/28/2009 02:31:26 PM	E-Mail From Sue Pritchard				
		Process Completed				
		Sue Pritchard				
CARUSOL	07/30/2009 02:03:50 PM	Attached Mail From VCI				
		Title				
CARUSOL	07/30/2009 02:05:16 PM	Vehicle To CB Auction Assignments				
		Vehicle sent to auction on 07/28/09				
CARUSOL	07/31/2009 01:25:04 PM	Note To RVDS				
		Hesitation/surging and part delay of mechatronic unit				
		Faulty mechatronic unit				
		Replace mechatronic unit				
		RO 48696; mileage 7,362				
CARUSOL	07/31/2009 01:26:35 PM	Mail To State of CT DMV				
		EON request for branded title upon reissue				
CARUSOL	07/31/2009 02:24:29 PM	Assigned To MICKLUL				
		Disclosure complete. Forwarding folder for review.				
LINDSAB	08/03/2009 10:03:06 AM	Disclosure (M/A Only) To VCI				
CARUSOL	08/05/2009 12:26:39 PM	FAX From Brenda Baez		408080		
		Fax of invoice for repl vehicle prep fees of \$50.00.				

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CARUSOL	08/05/2009 01:01:49 PM	Approved By CARUSOL				
	WVWBA71F28V [REDACTED]	reim to 408080 for repl vehicle prep fees				
CARUSOL	08/05/2009 01:02:14 PM	Assigned To CARUSOL				
ARMITAR	08/06/2009 12:34:44 PM	Note To CCC				
	Scanned file w/ disclosure in doc center.					
CR_BATCH	08/07/2009 04:00:27 AM	Note To CARUSOL				
	EFT for amount \$ 90.00 processed on 08/06/2009. AP reference number: 00027837					
CR_BATCH	08/14/2009 04:00:32 AM	Note To CARUSOL				
	EFT for amount \$ 50.00 processed on 08/13/2009. AP reference number: 00028903					
CARUSOL	08/14/2009 10:45:46 AM	Assigned To MICKLUL				
	EFT processed. No further action.					

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2008 Eos 2.0L [REDACTED]	090156922	Customer Relations	WVWBA71F48V [REDACTED]	7,900		Complaint 403234 Pr. Part: 3885-Mechatronics Pr. Rsn: 64E Vibration/Noise
ALEXANLA	06/24/2009 03:53:33 PM	Call From Ashley				
	VCI states Customer is calling in reference to some transmission concerns as repairs are needed and will take 8-9 weeks. CO acknowledged. CO to continue with Customer.					
ALEXANLA	06/24/2009 03:53:45 PM	Continued Comment With [REDACTED]				
	Customer states: Original owner; Customer leased from VCI; This customer/family has owned 3 vehicle(s) a Jetta and a Passat; maintains the vehicles at our dealers (Dealer 403234); the vehicle would feel sluggish and there would be a thud during stop and go traffic and the rpm would drop and also when accelerating the vehicle would jerk forward; Customer is seeking/expecting for VW to provide credit for a vehicle payment; working with Service Advisor whose name is either Ray or Roy; states took vehicle to Dealer 403234 last week and they advised that parts are on backorder and will take 8-9 weeks to arrive; states pays \$489.58 a month for vehicle; states was not too pleased that dealer advised at first that concerns may have been with the pedals. CO advised Customer that VW can look into request with no promises; advised case will be assigned to RCM; seeking to know the best time for follow up. Customer states it doesn't matter. CO advised Customer that RCM will follow up by COB tomorrow 6/25. Customer acknowledged. CO to assign case to RCM.					
ALEXANLA	06/24/2009 04:01:10 PM	Assigned To RCM				
	Customer seeking vehicle payment due to the amount of time for back order part; call [REDACTED] RCM to research.					
NARDONP	06/24/2009 04:07:23 PM	Assigned To CAMPOSA				

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	06/24/2009 04:31:49 PM	E-Mail To Tom Douglas		403234		

***** Email to tomdouglas@bachmanautogroup.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: WVWBA71F48V [REDACTED]

Customer's Description of Part: 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.

Ann Camposeo
(248) 754-3242

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>
CAMPOSA	06/25/2009 10:11:24 AM	Voice Mail To	[REDACTED]	403234		
	02E325025ADZDE	SALES DOC 1005755351	6/15/09			
	RCM to call Dealer.					
CAMPOSA	06/25/2009 10:13:27 AM	Call To	[REDACTED]	403234		
	Parts Manager advised: customer is in a loaner vehicle. RCM to call customer.					
MULLINT	06/25/2009 01:53:27 PM	Voice Mail To	[REDACTED]			
	RCM back up LVMM: advised calling with update. If customer calls RCM or CA to advise customer; this is a part that typically takes 6-8 weeks to arrive at the dealer; at this time we will continue to follow up with the dealer to ensure that the part has arrived; at that time we will look into compensation; keeping in mind that this is not a provision of the warranty. RCM to wait customer call.					
LOPEZJ	06/25/2009 02:25:02 PM	Return Call From	[REDACTED]			
	Customer states seeking: to speak with RCM. CA to call RCM.					
LOPEZJ	06/25/2009 02:30:33 PM	Call To	MULLINT			
	RCM unavailable; CA noticed instructions in case which can be provided by CA. CA return to 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>
LOPEZJ	06/25/2009 02:30:59 PM	Return To	[REDACTED]			CA advised: RCM is currently assisting another Customer; however CA did review Customer case and would like to advise that RCM was contacting Customer to update Customer that Customer vehicle requires a part that typically takes 6-8 weeks to arrive at the Dealer; at this time we will continue to follow up with the Dealer to ensure that the part has arrived; at that time we will look into compensation; keeping in mind that this is not a provision of the warranty. Customer states: spoke with Dealer and they advised that Customer part will not be manufactured until the third week in July so it is unlikely Customer will take possession of Customer vehicle until the end of July if not early August; Customer plans to continue making her vehicle payments as promised; seeking to know that Volkswagen is willing to assist. CA advised: RCM has indicated that they certainly want to review Customer situation for compensation, however it would be unfair to Customer for us to make a determination without considering the total amount of time needed to complete repairs; CA advised it is unnecessary for Customer to contact VW CCC back for updates unless Customer desires too do so, CA recommends Customer keep in touch with Dealer for the time being as they will have the most up to date information; RCM will likely follow up with Customer on a weekly basis until the part arrives. Customer accepts. RCM to review.
CAMPOSA	07/06/2009 08:54:38 AM	Call To Roy		403234		Service Advisor states: part not in yet; expected in next Monday 7/13. RCM to advise customer: will follow up again by COB Tuesday 7/14. RCM to call customer.
CAMPOSA	07/06/2009 04:54:50 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised: part not in yet; ETA is next Monday 7/13; RCM will follow up with customer by COB Tuesday 7/14. RCM to call Dealer.
CAMPOSA	07/07/2009 03:53:14 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised: part not in yet; ETA is next Monday 7/13; RCM will follow up with customer by COB Tuesday 7/14. RCM to call Dealer.
ABDULAM	07/07/2009 04:31:42 PM	Call From	[REDACTED]			Customer seeking update. CA advised that the part is not in yet, the ETA is Monday 7/13 and the RCM will follow up with the customer by COB Tuesday 7/14. RCM to call Dealer.
CAMPOSA	07/14/2009 08:53:26 AM	Call To Roy		403234		Service Advisor states: part is not in yet; was scheduled to be in yesterday. RCM advised: will advise customer that we will check in at end of week. 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>
CAMPOSA	07/14/2009 03:12:12 PM	Voice Mail To	[REDACTED]			
	RCM LVMM. RCM advised customer: part not in yet; will follow up with customer by COB Friday 7/17. RCM to send FYI email to FOM.					
CAMPOSA	07/14/2009 03:18:53 PM	E-Mail To Dave Barnes				
	Model/Model Year: 2008 Eos					
	In-service Date: 6/17/2008					
	Mileage: 7900 miles					
	What is the concern: Waiting since 6/14 for a Mechatronics unit.					
	What is the customer seeking: Customer is seeking vehicle repaired ASAP. I have offered to compensate customer for time out of vehicle once vehicle is repaired. So far that equals 1 month vehicle payment.					
	Next steps/CARE action: Waiting on Mechatronics unit that was schedule to be in yesterday. Will continue to follow up with dealership.					
	Thank you for your help. RCM to call Dealer.					
CAMPOSA	07/17/2009 10:00:00 AM	Call To Chuck		403234		
	Service Manager unavailable. Service Advisor states: RO shows ready to post; will verify that vehicle is completed and call RCM. RCM to wait Dealer call.					
CAMPOSA	07/17/2009 10:14:14 AM	Voice Mail From Chuck		403234		
	Service Advisor states: part has not arrived yet. 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>
NARDONP	07/17/2009 05:29:40 PM	Call To	[REDACTED]			
RCM advised we have been updated with a new ETA for the arrival of the mechatronics unit which will be early August; since the vehicle has been down for over a month now we would like to take care of an upcoming payment now and address any additional compensation once the vehicle is fully repaired; RCM would need Customer to send in a copy of her vehicle payment in order to cover an upcoming payment. Customer states she wants to understand that this payment being offered is not voiding any other offers once the vehicle is repaired. RCM advised this offer will not affect any future consideration for assistance once the vehicle is repaired and returned to Customer; RCM will follow up with Customer by COB 8/10. RCM to follow up.						
HOFFMAB	07/29/2009 08:19:27 AM	Call From	[REDACTED]			
Customer requested CA to advise again what her last conversation was with RCM. CA advised ETA was for early August and a vehicle payment would be taken care of for her at this point. Customer states she will fax in the pertinent information. CO advised a follow-up will be done by the RCM. RCM to review.						
MURPHYJ	07/30/2009 09:16:47 AM	Call From	[REDACTED]			
Customer states: would like to speak with RCM in charge of her case; states VEH has been fixed. CA advised will see if RCM is available, if not would Customer agree to be transferred to voicemail. Customer acknowledged. CA to transfer to RCM.						
MURPHYJ	07/30/2009 09:19:10 AM	Transfer To Ann Camposeo				
CA to transfer to RCM. RCM to continue with Customer.						
CAMPOSA	07/30/2009 09:37:35 AM	Continued Comment With	[REDACTED]			
Customer advised: does not want RCM's offer of two vehicle payments; customer's husband feels there is still a shifting concerns with the Eos; customer still wants to stay with brand; customer contacted Dealer's Sales Staff; customer advised the sales department that she wants out of this vehicle and to get into a Passat; Dealer offered \$2900 under invoice; customer was advised she has until tomorrow to accept offer; customer seeking assistance in getting into Passat instead of vehicle payments. RCM advised: we will research and call customer by COB tomorrow; we certainly want customer to stay with brand. RCM to email 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>
CAMPOSA	07/30/2009 09:40:05 AM	E-Mail To Dave Barnes				

Good Morning Dave,

The following customer has contacted Customer CARE. I have confirmed that the vehicle was down for 44 days as they were waiting on a mechatronics.

Customer Name: [REDACTED]

VIN: WVVBA71F48V [REDACTED]

Model/Model Year: 2008 Eos

In-service Date: 6/17/2008

Mileage: 7900

Vehicle was returned on Monday 7/27/09

Days Down: 44 days

In an attempt to turn this situation around, I did offer 2 lease payments. The customer was not satisfied with this offer. The customer is requesting get into a Passat

The customer contacted the Sales Staff at Dealer 403234 before contacting me with her request. The Dealer offered the customer \$2900 off invoice and advised the customer they had until tomorrow to accept the offer. The customer is seeking to get into a Passat.

The customer has owned VWs (including a Passat) in the past. The customer is still looking to stay with the brand.

Next steps/CARE action: I have promised the customer a return call by close of business tomorrow. It would helpful if I could have your input before this date.

Thank you for your 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>
CAMPOSA	07/30/2009 09:40:38 AM	E-Mail To Brian Lindsay				
		RCM sent copy of FOM email to Med/Arb. RCM to wait Field reply				
CAMPOSA	07/30/2009 10:37:53 AM	Return Call From Dave Barnes				
		FOM advised: will contact Dealer. RCM to wait FOM reply				
CAMPOSA	07/30/2009 10:38:22 AM	E-Mail From Dave Barnes				
		Hi Ann,				
		Customer is driving a Passat overnight and will be back at dealer today. I have increased my offer to \$3500.				
		Dealer has thrown in \$3000 dealer cash but still \$1000 apart based on the \$2900 offer. My new offer will close the gap to \$400 customer contribution according to Jeff Pence, sales Manager 403234.				
		Dealer will try very hard to close deal on new Passat today.				
		Thanks,				
		David Barnes RCM to call customer.				
CAMPOSA	07/30/2009 10:40:38 AM	Call To [REDACTED]				
		RCM LVMM. RCM advised: VW representative (FOM) is working directly with dealership on behalf of customer; RCM referring customer directly to dealership for further assistance; if customer has further questions they are welcome to contact CCC. 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]	090157438	Mediation/Arbitration	WVWBA71F28V [REDACTED]	13,339		Unknown 402503
LINDSAB	06/25/2009 08:18:24 AM	Attached Mail From Sarah Beckman				Pr. Part: 3511-Mechatronic Pr. Rsn: T05 Auto/Hybrid - Shifts up/down too often
Sarah emailed repl form. Sarah states medatronic has failed. Veh leased through VCI.						
LINDSAB	06/25/2009 09:38:42 AM	E-Mail From Sarah Beckman				Unknown 402503
Hi Brian,						
I thought I had sent you this request already. If you could process this as quickly as possible, I appreciate it. Actually, you and I talked about this one because of the mileage charge for South Dakota.						
Best Regards,						
						Unknown 402503
						Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
						Rsn: 43Q Repurchase/Replacement(Mr Only)

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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

LINDSAB 06/25/2009 09:39:25 AM E-Mail To Sarah Beckman

Sarah,

Are we deducting use here? It's been a while since we talked about this one.

Brian Lindsay
Process & Quality Analyst
Customer Care, Processes & Technology
VOLKSWAGEN Group of America, Inc.
3499 West Hamlin Road
Mail Code 2 West
Rochester Hills, MI 48309

Phone: 248 754 3678
Fax: 248 754 6504

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LINDSAB 06/25/2009 10:47:41 AM E-Mail From Sarah Beckman

I do not think so based on our previous conversation. I thought it was only buybacks in SD that had usage.

LINDSAB 06/25/2009 10:52:08 AM E-Mail To Sarah Beckman

Yes. No usage on a replacement. Just wanted to double check and see if anything changed before I submit the offer to her.

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>
LINDSAB	06/25/2009 11:13:36 AM	FAX To Sarah Beckman				
		Repl offer.				
LINDSAB	06/25/2009 11:13:58 AM	Mail To [REDACTED]				
		Repl offer mailed SON.				
LINDSAB	07/01/2009 10:25:47 AM	Attached Mail From [REDACTED]				
		Signed repl letter.				
LINDSAB	07/01/2009 01:30:01 PM	Call From Sarah Beckman				
		Sarah states she found a veh at the POSD and will email me commisson number.				

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>
LINDSAB	07/01/2009 01:31:14 PM	E-Mail To Sarah Beckman				

Sarah,

Hey we just talked. Don't forget to send me the VIN or commission number of her [REDACTED] replacement vehicle.

Thanks!

Brian Lindsay
Process & Quality Analyst
Customer Care, Processes & Technology
VOLKSWAGEN Group of America, Inc.
3499 West Hamlin Road
Mail Code 2 West
Rochester Hills, MI 48309

Phone: 248 754 3678

Fax: 248 754 6504

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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

LINDSAB 07/07/2009 10:02:06 AM E-Mail To Sarah Beckman

Sarah,

Good morning. I still need that VIN for the replacement vehicle for Plimpton. Could you send it to me when you get a chance?

Brian Lindsay
Process & Quality Analyst
Customer Care, Processes & Technology
VOLKSWAGEN Group of America, Inc.
3499 West Hamlin Road
Mail Code 2 West
Rochester Hills, MI 48309

Phone: 248 754 3678
Fax: 248 754 6504

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LINDSAB 07/07/2009 04:29:19 PM Voice Mail To Sarah Beckman

Sarah advised rcv'd signed acceptance. Miscommunication upon who is finding the repl veh. Sarah advised will search tomorrow for veh and report 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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

LINDSAB 07/08/2009 03:33:27 PM E-Mail To Becki Stokes

Becki,

Hey I need your assistance for a Central Region case for Sarah Beckman. Do you have anything that is available in port stock preferably.

MODEL CODE: 1F73W3

1ST EXTERIOR COLOR CHOICE: Y4Y4--THUNDER BLUE

2ND EXTERIOR COLOR CHOICE: 4Y4Y--SALSA RED

3RD EXTERIOR COLOR CHOICE: U1U1--EISMEER BLUE

INTERIOR COLOR: QT (CORNSILK BEIGE)

NEEDED OPTIONS: EMM & PLE

DEALER: 402/503

Brian Lindsay
Process & Quality Analyst
Customer Care, Processes & Technology
VOLKSWAGEN Group of America, Inc.
3499 West Hamlin Road
Mail Code 2 West
Rochester Hills, MI 48309

Phone: 248 754 3678

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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>
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We will then be able to correct our records. We appreciate your cooperation and thank you for your assistance. Volkswagen Group of America, Inc.

LINDSAB	07/08/2009 03:36:21 PM	E-Mail From Becki Stokes				
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Stand by.

LINDSAB	07/08/2009 04:18:48 PM	E-Mail From Becki Stokes				
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I filtered a report that I run every day to open to exactly what you need. This is all the cars at Houston that are either old enough to take without permission and/or marked available. I filtered it to her first color choice since there were plenty.

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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

LINDSAB 07/08/2009 04:24:27 PM E-Mail To Dist, Acct & Sarah Beckmar

Case # 90157438

In the interest of customer satisfaction we are going to replace the customer's vehicle as listed below. Please process as follows:

CURRENT CUSTOMER & VEHICLE INFORMATION:

[REDACTED]
[REDACTED]
Sioux Falls, SD [REDACTED]

ORIGINAL VEHICLE:

2008 Volkswagen EOS
WVWBA71F28V [REDACTED]

REPLACEMENT VEHICLE:

2009 Volkswagen EOS
WVWBA71F09V [REDACTED]

ACCOUNTING:

Please make sure Volkswagen Credit Leasing, Ltd. 1401 Franklin Blvd, Libertyville IL 60048 shows as owner on back of MCO.

Please send MCO and invoice to me.

DISTRIBUTION:

Please bill VIN WVWBA71F09V [REDACTED] to 491/991 and ship to dealer 402/503. In comments field put "CR replacement [REDACTED]"

Brian Lindsay
Process & Quality Analyst
Customer Care, Processes & Technology

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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

VOLKSWAGEN Group of America, Inc.
3499 West Hamlin Road
Mail Code 2 West
Rochester Hills, MI 48309

Phone: 248 754 3678
Fax: 248 754 6504

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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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LINDSAB	07/08/2009 04:32:07 PM	E-Mail To Skillman, Hartmann, Larime				
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July 8, 2009
 90157438

Mr. Doug Hartman, Volkswagen Service Manager
 Mr. Kyle Skillman, Volkswagen Sales Manager
 Mr. Al Larimer, Volkswagen General Manager
 Graham Volkswagen
 801 West 41st Street
 Sioux Falls, SD 57105

Re: Vehicle Replacement [REDACTED]
 2008 Volkswagen Eos
 Orig VIN: WVVBA71F28V [REDACTED]
 Repl VIN: WVVBA71F09V [REDACTED]

Dear Mr. Hartman, Skillman & Larimer:

Due to concerns with [REDACTED] vehicle, Volkswagen has agreed to replace the above reference vehicle with a new 2009 Volkswagen Eos (eismeer blue metallic exterior). The replacement vehicle is due to be delivered to your dealership the week of July 27, 2009 . Please do not sell the vehicle under any circumstances as this is a replacement vehicle to settle a mediation arbitration case!!

The replacement vehicle has been billed to the appropriate Volkswagen account, and will not be entered on your floorplan. Ms. Sarah Beckman, Fixed Operations Manager, Volkswagen of America, Inc., will be making arrangements for the delivery of this vehicle to the customer in the near future. Upon arrival, we ask that the replacement vehicle be prepped for delivery.

Should you have any questions, please feel free to contact me at (248) 754-3678. Thank you for your help in this matter.

Brian Lindsay
 Process & Quality Analyst
 Customer Care, Processes & Technology
 VOLKSWAGEN Group of America, Inc.
 3499 West Hamlin Road
 Mail Code 2 West

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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

Rochester Hills, MI 48309

Phone: 248 754 3678

Fax: 248 754 6504

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any review, copying or distribution of the information contained herein is strictly prohibited.

LINDSAB 07/08/2009 04:34:48 PM Voice Mail To [REDACTED]

Cust advised found repl veh. 09 Eos eismeer blue/beige interior with all options of org veh. Delivery scheduled in two weeks to 402/503. Cust advised to rmc with any questions.

LINDSAB 07/09/2009 07:58:09 AM E-Mail From Volkswagen Helpdesk

Replacement request fulfilled.

Thanks

LINDSAB 07/09/2009 02:30:24 PM Call From Sarah Beckman

Sarah advised dlr is stating cust seeks thunder blue not the light blue (eismeer). Sarah advised cust has been contacted and advised that found an eismeer blue/beige interior Eos. Sarah advised msg left last evening for cust to rmc if they decided to decline and have heard nothing back yet. Cust listed eismeer blue as one of her three choices for a repl veh on the signed repl letter. Sarah advised she will call Al Larimer at Graham and rmc.

LINDSAB 07/13/2009 01:08:13 PM Attached Mail From Crystal Batstra

MCO and invoice.

LINDSAB 07/20/2009 09:32:53 AM Note To Brian Lindsay

Repl veh scheduled for dlr delivery week of 8/3/09.

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

09/23/2009

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LINDSAB	07/23/2009 08:25:41 AM	Voice Mail To Al Larimer		402503		
Left msg to rmc. CRS showing repl veh arrived on Tuesday.						

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

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LINDSAB 07/23/2009 08:28:50 AM E-Mail To Skillman, Hartman, Larimer

Al, Kyle or Doug,

Good morning. I'm showing the replacement vehicle for [REDACTED] arrived on Tuesday according to CRS.

Can you confirm delivery please?

VIN: WVWBA71F09V [REDACTED]

Brian Lindsay
Process & Quality Analyst
Customer Care, Processes & Technology
VOLKSWAGEN Group of America, Inc.
3499 West Hamlin Road
Mail Code 2 West
Rochester Hills, MI 48309

Phone: 248 754 3678
Fax: 248 754 6504

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LINDSAB	07/23/2009 10:50:09 AM	E-Mail From Kyle Skillman		402503		
		Yes it did arrive yesterday.Kyle				
LINDSAB	07/23/2009 10:55:21 AM	Assigned To TRISCHH				
		Sarah Beckman is the FOM. Graham Automotive is the transaction dealer. Non-Conformity is mechatronic. SOC is thorough VCI. No usage or upgrade fees. Repl veh arrived on Tuesday.				
TRISCHH	07/23/2009 11:09:43 AM	E-Mail To Sarah Beckman				
		Good Morning Sarah! RE: Original: WVWBA71F28V [REDACTED] Replacement: WVWBA71F09V [REDACTED] Ms. Plimpton's new vehicle arrived to Graham Automotive on Tuesday. I am seeking to know if you will be handling this Substitution of Collateral or if you have someone at the dealership you would feel confident asking to assist with this appointment? Please advise of your availability or my Dealer point of contact, so that I may schedule the appointment with the Customer. I will begin preparing the closing documents while I wait for your response. Have a nice day! HT				
TRISCHH	07/23/2009 04:19:21 PM	Voice Mail To [REDACTED] [REDACTED]				
		LVMM advising Customer I am working with the FOM to determine when she will be available to complete the replacement transaction for the Customer. I advised I will follow up with the Customer again tomorrow.				
TRISCHH	07/23/2009 05:13:15 PM	Call From [REDACTED] [REDACTED]				
		Customer states she will be off work on Monday 7/27/09 and would have open time availability to complete the closing. I advised I would forward this information to the FOM and will call the Customer with the field update as soon as it becomes available.				
TRISCHH	07/23/2009 05:20:57 PM	E-Mail To Sarah Beckman				
		Sarah [REDACTED] [REDACTED] has contacted me to advise that she will be off from work on Monday 7/27/09 and would have open availability to complete the closing on this day. I have all the closing documents prepared and could have them sent to either you or the dealership FEDEX with Saturday delivery. Please advise how you would like to proceed. HT				
TRISCHH	07/23/2009 05:27:17 PM	Call From Sarah Beckman				
		FOM advises that she's 4.5 hours from the dealership and will not be able to make it to the dealership on a Monday. FOM suggested that I contact the sales manager to discuss what's needed. FOM advised she would not be available until the end of next week if the dealership does not feel comfortable completing the transaction.				

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TRISCHH	07/24/2009 10:31:18 AM	Call To Kyle Skillman		402503		Seeking to know if Sales Manager would be able to complete the closing REPLACEMENT transaction on Monday 7/27/09. Sales Manager advised he does not see a problem with that but he would like to verify the vehicle is prepped and ready to go before committing to the date. Sales Manager advised he will call back to confirm.
TRISCHH	07/24/2009 02:01:21 PM	Voice Mail From Kyle Skillman 7/27/0		402503		Sales Manager advised vehicle will be ready for Monday at 3:00 p.m. if the Customer is available.
TRISCHH	07/24/2009 02:04:48 PM	Call To [REDACTED]				Seeking to know if Customer could be available to meet with the Sales Manager, Kyle Skillman at 3:00 pm. on Monday 7/27/09. Customer accepts appointment date.
TRISCHH	07/24/2009 02:05:03 PM	Voice Mail To Kyle Skillman		402503		LVMM confirming appointment set for 3:00 p.m. Monday July 27th. Advised sending closing packet FedEx Overnight/ Saturday delivery so the dealership will have time to review the documents. Advised Sales manager to call with any questions.
TRISCHH	07/24/2009 03:53:13 PM	Closing Package (M/A Only) To Kyle Skillman		402503		SPON closing packet to Dealer 402503 Sales Manager.
TRISCHH	07/28/2009 11:42:53 AM	Voice Mail To Kyle Skillman		402503		LVMM seeking update on closing transaction and status of WVWBA71F28V[REDACTED] condition/ repairs.
TRISCHH	07/29/2009 03:41:16 PM	Call From Kyle Skillman		402503		Sales Manager advised there were no concerns and the closing packet will be shipped out today.
TRISCHH	08/12/2009 05:00:42 PM	Voice Mail To Kyle Skillman		402503		LVMM advising that I have checked the Fed-Ex tracking number for the return envelope that I sent and it shows the package has not been shipped. Seeking to know when Sales Manger will ship so I may wrap up the case work needed. Provided direct phone number for return call.

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TRISCHH	08/14/2009 03:41:13 PM	Voice Mail To Kyle Skillman		402503		LVMM seeking to know status of closing packet. Advised FedEx tracking shows the packet is still has not left the dealership yet. Seeking return call.
TRISCHH	08/14/2009 04:35:08 PM	Call From Kyle Skillman		402503		Sales Manager advised business office has been swamped because of "Cash for Clunkers", advised - Katrina was handling the closing paperwork on this vehicle, however she is now on vacation for 4 days. States Katrina said she mailed the packet back to Auburn Hills yesterday. I advised if so, she did not use the pre-paid FedEx envelope that was provided. Sales Manager advised she will be out of the office until Tuesday. I advised I would call Katrina myself on Wednesday if I did not receive the closing documents before then.
TRISCHH	08/20/2009 02:19:36 PM	Voice Mail To Katrina (Title Clerk)		402503		LVMM seeking to know status of REPLACEMENT paperwork; advised I have used FedEx online to determine of Dealer 402503 has return shipped the documents back to me, only to find the envelope has yet to leave Dealer 402503. Provided contact information and request return call.
TRISCHH	08/25/2009 03:25:44 PM	Attached Mail From Kyle Skillman				Received Original: SOC, Title App, Dealer reimbursement worksheet, DMV receipt for \$1099.89, SD SPOA, VCR, CNC. INCOMPLETE: ACF and BBRP.
TRISCHH	08/25/2009 03:29:04 PM	Voice Mail To Doug Hartman		402503		LVMM advising I need additional information to complete ACF and BBRP. Provided Contact Number and requested a return all.
TRISCHH	08/25/2009 03:35:30 PM	Vehicle To 7/27/2009 @ 15477 Miles				
TRISCHH	08/25/2009 03:49:12 PM	Approved By HT Dealer Reimbursemer				Check request for \$1099.89 to reimburse dealer for registration of replacement vehicle (NOTE: SD charges excise tax)

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09/23/2009

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TRISCHH	08/25/2009 03:53:40 PM	E-Mail To In-Service Request				
	Please place WVWBA71F09V014868 in service on 7/27/2009					
	[REDACTED]					
	Sioux Falls, SD [REDACTED]					
	Thank you! HT					
TRISCHH	08/25/2009 03:54:19 PM	E-Mail To SOC Request				
	Forwarded SOC request.					
TRISCHH	08/25/2009 04:58:03 PM	Call From Doug Hartman		402503		
	Service Manager advised vehicle is repaired and is at Dealer 402503. Service Manager states all manuals, keys, etc are accounted for and are with the vehicle. Requested copy of final Repair Order be faxed to me.					
TRISCHH	08/26/2009 11:35:01 AM	FAX From Doug Hartman		402503		
	Received final Repair Order.					
TRISCHH	08/31/2009 03:47:20 PM	Attached Mail From Emma Bridges				
	Received Title					
TRISCHH	08/31/2009 03:47:36 PM	Assigned To LINDSAB				
	Disclosure complete and submitted for review					
LINDSAB	08/31/2009 03:56:54 PM	Disclosure (M/A Only) To VCI				
CR_BATCH	09/04/2009 04:00:18 AM	Note To TRISCHH				
	EFT for amount \$ 1099.89 processed on 09/03/2009. AP reference number: 00031445					

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ARMITAR	09/04/2009 12:46:27 PM	Note To CCC				
Scanned file and disclosure in doc center.						

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2008 Eos 2.0L [REDACTED]	090157841	Customer Relations	WVWBA71F98V [REDACTED]	8,200		
CALDWEM	06/25/2009 03:30:07 PM	Call From [REDACTED]				
Customer states there was a issue with the fuel door, took the vehicle into Dealer 403054 to address the part and address the jerking concerns from the transmission, advised there was a known issue, ordered the part, part will arrive 7/12/09, first VW, lease. Customer states this is her first lease, seeking to ensure the concerns are documented and seeking if the part can be expedited. CO advised can understand the inconvenience, unfortunate the dealer will be the best resource with the part order updates. Customer states she is driving the vehicle until the parts arrive.CO offered further assistanc eif needed.						Inquiry 403054 Pr. Part: 3511-Mechatronic Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
CALDWEM	06/25/2009 04:16:04 PM	Face-To-Face To CAMPOSA-RCM				
CO advised seeking to research for possible compensation, Customer just seeking to have a complaint on file for the lease vehicle transmission jerking and fuel door concerns, seeking to expiate the part, Dealer 403054 expects part arrival 7/12/09. CO were advised to follow up with Customer next FRI 7/3/09 for a part update, possible the part is the mecatronic, if not received 7/12/09 RCM will address the part. CO assigns follow up date 7/6/09.						Complaint 403054 Part: 3511-Mechatronic Rsn: 50E Shuddering/Shaking
CALDWEM	07/02/2009 03:13:13 PM	Call To [REDACTED]				
CO advised this was a courtesy follow up call, if the part have not arrived as expected by 7-12-09 which CO will call the CUST at that time then CO will escalate to a RCM to track the part. CO calls Customer 7-13-09.						Inquiry 403054 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
CALDWEM	07/13/2009 03:03:14 PM	Voice Mail To [REDACTED]				
CO LVMM (43341) CO advised seeking part update, CO left reference and direct extension, CO waits Customer call.						
CALDWEM	07/14/2009 05:37:06 PM	Call To [REDACTED]				
Customer sates has been advised the part are expected to arrive 7-16-09, CO advised will call the CUST FRI 7-17-09. CO assigns follow up date 7-17-09. CO calls Customer						
CALDWEM	07/17/2009 12:28:35 PM	Call From [REDACTED]				
Customer sates just advised the part is not expected until end of August, Customer states has been waiting 6 weeks u to this point, driving the vehicle, unpleasant due to the bucking concerns. CO advised will escalate to my RCM to follow up with Customer MON 7-20-09 on the cell 586-945-8965. CO assigns to RCM.						

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CALDWEM	07/17/2009 12:35:48 PM	Assigned To CER				
Customer states has been waiting for 6 weeks up this point for the PID-3511, just advised by Dealer 403054 expects the part end of August, Customer is driving the VEH with unpleasant bucking concerns, possible we/VW can look into a rental as a Goodwill gesture, Customer advised CO vehicle payments are \$520.00, Customer cell phone [REDACTED] RCM contacts Dealer 403054						
NARDONP	07/17/2009 01:11:39 PM	Assigned To CAMPOSA				
CAMPOSA	07/17/2009 02:09:08 PM	Call To George		403054		
Service Manager advised: part not scheduled to come in until end of August; will contact customer today to get him into alternate transportation; customer has been out of vehicle since 6/8/09. RCM to call customer						
CAMPOSA	07/17/2009 02:59:09 PM	E-Mail To Pete Georgievski				
VIN:	WWWBA71F98V	[REDACTED]				
Model/Model Year: 2008 Eos						
In-service Date: 6/12/2008						
Mileage: 8200 miles						
What is the concern: Customer has been waiting 38 days as of today for a mechatronics unit.						
What is the customer seeking: Customer was advised by Dealer 403054 that her part will not be available until the end of August (not July but August). Customer contacted us today seeking a rental/loaner. Customer did provide us with her vehicle payment amount.						
Next steps/CARE action: RCM is seeking to make you aware of this case. RCM to call customer.						

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CAMPOSA	07/17/2009 04:24:50 PM	Call To	[REDACTED]			RCM advised customer: following up to verify that customer was contacted by Dealer 403054 for a rental vehicle. Customer advised: customer has a convertible; did not want to drive anything but a convertible; seeking compensation in the form of a vehicle payment. RCM advised: RCM agrees that we should compensate customer a vehicle payment for the wait; seeking customer to send in payment information; take 4 wks to process; we would be happy to compensate customer additional time waiting once the part comes in and the vehicle is repaired; if customer changes her mind about a rental, contact Dealer; customer should continue to follow up with Dealer; once repairs are complete, RCM seeking customer to contact RCM back and we can tally up her days waiting. Customer advised she was very satisfied with conversation; will fax info to RCM and will follow up with RCM once vehicle is repaired. RCM to follow up with Dealer 403054
CAMPOSA	07/20/2009 08:35:38 AM	E-Mail From	Pete Georgievski			Yes I authorized a rental for this customer and will continue to do so for any Mechatronics vehicle down issues. I also authorize a payment and maybe more pending on when this vehicle actually gets repaired. RCM to follow up with Dealer.
CAMPOSA	07/20/2009 11:10:48 AM	Call To	George	403054		RCM advised: CCC will process a vehicle payment right now for customer; customer is going to send in their payment information; RCM will compensate customer for any remaining time after vehicle is repaired. No further action pending Fax from customer.
CAMILOM	07/20/2009 03:42:26 PM	FAX From	[REDACTED]			Fax in doc center.
PABSTM	07/20/2009 05:44:14 PM	Note To	ccc			Customer fax does not contain any payment account information. RCM to call the customer.
PABSTM	07/20/2009 05:47:23 PM	Call To	[REDACTED]			RCM advised the fax came without vehicle payment information. Customer states she wondered if it went through correctly, her payment is \$506.75, and she will fax again now. RCM to wait fax.
CAMILOM	07/21/2009 09:44:31 AM	FAX From	[REDACTED]			Fax in doc center.

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09/23/2009

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PABSTM	07/21/2009 01:57:00 PM	Note To ccc				
	850616053, WVWBA71F98V					r, reimburse 1 vehicle payment for time frame of repair, total = \$506.75. RCM to follow up.
CR_BATCH	07/30/2009 04:00:27 AM	Note To PABSTM				
	Amount for \$ 506.75					was Posted on 07/29/2009. AP reference number: 40039770
PABSTM	07/31/2009 05:02:46 PM	Note To ccc				
						RCM reviewed and closed. No further action.

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2008 Eos 2.0L [REDACTED]	090158765	Customer Relations	WVWFA71F58V [REDACTED]	12,300				
HOFFMAB	06/26/2009 03:56:55 PM	Call From [REDACTED]				Complaint 401066 Pr. Part: 6827-Inside mirror Pr. Rsn: C23 Mirrors not working properly		
		Customer states 1st VW, always had Hondas, saw EOS, loved it, but is having concerns. Customer states the windows do not work properly, have been addressed at the dealer 401066 twice, and they reset the windows to factory settings, but they still stay down 1/4 inch, was told they tried windows 20 times and they work fine, but she wants them to work properly. Customer states she has had transmission issues, dealer finally found fault, was told vehicle should not buck and transmission was replaced. but now has issue with the passenger side mirror, that is supposed to go down automatically when in reverse, which is one of the reasons she purchased vehicle for this option as it is great for parallel parking and safety. Customer states this feature previously worked when in reverse, stopped working, and she was told the VW representative or tech line told the dealer she did not have this option. Customer states she did not make this up and wants this addressed, was told they would escalate higher for her. Customer states was working with Lance Marple in service, was in a rental, that was not a very nice vehicle for 3 weeks. CO advised she will escalate concerns to a Regional Case Manager to review and she can expect return call with outcome by COB on Monday, the 29th. CO to assign to RCM (Eastern)						Complaint 401066 Part: 6454-Window motor Rsn: 87D Power Windows Not Operating Properly
HOFFMAB	06/26/2009 04:56:14 PM	Assigned To associate - Eastern Region				Complaint 401066 Part: 3435-Transmission Rsn: 50E Shuddering/Shaking		
		Customer is upset about fact that she was told she does not have option for passenger side mirror when going into reverse and wants this taken care of as she is sure she had this before the transmission was replaced and also has issue with wanting windows to be repaired and working properly. Customer can be reached on cell [REDACTED] 5:00 pm RCM to contact dealer 401066					Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment	
HOFFMAB	06/26/2009 05:00:33 PM	Category Selection						
EDWARDAM	06/29/2009 08:01:02 AM	Assigned To SZYMANT						
SZYMANT	06/29/2009 01:56:26 PM	Call To Marshaleen			401066			
		Service advisor states the service manager is not there today; the customer's vehicle is at home; customer has had a few concerns: had to have the mechatronics unit replaced, has had repeat concerns with the windows, and now is having concern with the passenger side mirror; the mirror used to go down to help see when you reverse, and after the mechatronics was replaced, that feature isn't there anymore; tech line is researching it and is supposed to get back to dealership today; they will call customer when they hear an update. RCM to call customer.						

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SZYMANT	06/29/2009 02:26:42 PM	Call To Ms.	[REDACTED]			
RCM advised customer following up on this situation; techline should be updating customer today regarding the mirror feature. Customer states it is frustrating that at first tech line was saying that feature didn't exist in the vehicle; tech at dealer 401066 thinks maybe the feature got programmed away when they repaired the vehicle. Customer states in addition to this concern, she had her mechatronics unit replaced, and car was down 3 weeks for that, plus had multiple other concerns; she is frustrated with VW. Customer states also, her transmission is bucking again; will take vehicle in for it eventually. RCM advised would like to restore faith in VW; will follow up on her concern; would like to offer to assist with one month's vehicle payment. Customer accepted and advised this makes her feel better about VW; makes her feel like at least we are trying to help. Customer states has loan for about \$510/month through outside bank. RCM advised she can fax in payment coupon and we'll reimburse her for amount of 1 payment; takes 4-6 weeks for check to get to her; keep making payments in the interim. RCM to follow up with dealer 401066 and customer tomorrow 6/30.						
MULLINT	06/30/2009 10:27:03 AM	Call To Jeff		401066		
RCM advised seeking update for vehicle. Service Manager advised they have been going back and forth with techline on this vehicle; advised he was out yesterday so he does not really know where they stand with the vehicle; advised to give him a call back between noon and 1:00 pm and he will have more information about the vehicle. RCM to call dealer.						
MULLINT	06/30/2009 04:14:36 PM	Call To Jeff		401066		
RCM advised seeking update for vehicle. SM advised they are still waiting on some more information from tech line. RCM to call customer.						
MULLINT	06/30/2009 04:17:56 PM	Voice Mail To	[REDACTED]			
RCM LVMM: advised calling with update; advised dealer is still working techline to resolve the concerns; advised will continue following up with them and contact her back by the COB Thursday. RCM to follow up.						
MULLINT	07/01/2009 01:56:00 PM	Call To Marshaleen		401066		
RCM advised seeking update for vehicle. Service Advisor advised they are still waiting on updates from techline; advised the vehicle is not at the dealer. RCM to research.						
MULLINT	07/01/2009 02:04:28 PM	Call To Mindy				
RCM advised seeking to know where to go with case; advised the vehicle is not at dealer; advised dealer states they are waiting on more information from techline; advised seeking guidance. RC advised to contact techline. RCM to call techline.						

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	07/01/2009 02:25:34 PM	Call To Kraig				
	RCM advised the vehicle is not at dealer; advised seeking to know if techline is aware of this; seeking to know if it is possible for suggestions to be done remotely. Techline advised they did not know that the vehicle was not at dealer; advised will document this in the notes; advised at this point they are waiting for the technician to call them for an update. RCM to follow up.					
PABSTM	07/02/2009 01:34:57 PM	Call To receptionist		401066		
	DP advised the Service Manager is at lunch, he doesn't check his voice mail and to call him back in an hour. RCM to call dealer 401066.					
PABSTM	07/02/2009 03:13:14 PM	Call To jeff johnson		401066		
	Service Manager advised the customer is telling them there is an issue with the passenger mirror, yet techline tells him the car doesn't have this mirror feature, the customer is tired of bringing the car in, she doesn't like getting a loaner, but helpline cannot help the dealer without the car there. RCM to call the customer.					
MULLINT	07/02/2009 03:33:45 PM	Voice Mail To [REDACTED]				
	RCM LVMM: advised did speak with dealer; at this point in order to for the dealer to make repairs to the vehicle it will need to be with them; advised she will need to contact the dealer to bring the vehicle in for repairs; advised to contact CCC if she has further questions or would like CARE to follow up on the repairs once the vehicle is at the dealer. No further action, pending customer call.					
STATONJ	07/08/2009 02:41:07 PM	Call From Jeanne Martineau				
	Customer seeking update on status of repair. Customer states: vehicle is back at Dealer 401066 since 07/06/09. CA advised: CARE was not aware vehicle was back at Dealer. CA to transfer to RCM					
STATONJ	07/08/2009 02:41:22 PM	Transfer To SZYMANT				
	CA transferred to RCM. RCM to speak with Customer.					

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SZYMANT	07/08/2009 04:40:39 PM	Continued Comment From [REDACTED]				
		Customer states the car has been at dealer 401066 since Monday; isn't hearing from CCC or dealership so getting frustrated. RCM apologized for any miscommunication; RCM was actually waiting to hear from customer with appointment date; now that we know vehicle is there, we will follow up; will update her tomorrow 7/9. Customer states she's on vacation; please use cell # of 508 294 7876. RCM agreed and advised we'll update her before noon tomorrow. Customer states her transmission is slipping again when she's in 3rd or 4th gear too; would like RCM to follow up on that. Customer states if possible, she'd like a tech rep to go to dealership as she's given dealer permission to keep car until next Monday night. RCM advised cannot dispatch the tech rep, but advised if tech line needs to, would dispatch somebody. Customer states tech line is denying the mirror feature ever existed on the vehicle. RCM advised will be following up on her concerns. RCM to call dealer 401066.				
SZYMANT	07/08/2009 04:41:03 PM	Call To Jeff		401066		
		Service manager states the tech who was working on the vehicle was out; they'll get working on the vehicle further tomorrow. RCM advised if there is still a dispute about that component between what tech line, customer, and dealership think, perhaps the FOM would have some suggestions. Service manager states will call FOM about this; will update RCM tomorrow. RCM to follow up.				
SZYMANT	07/09/2009 05:04:26 PM	Call To Jeff		401066		
		Service manager states they are reprogramming the transmission; further researching the mirror concern with the FOM; will have more information tomorrow. RCM to call customer.				
SZYMANT	07/09/2009 05:22:12 PM	Voice Mail To Ms. [REDACTED]				
		RCM LVMM; advised service manager states there is some reprogramming that will be done for the transmission; service manager is researching the mirror concern with a different resource within VW; will update her tomorrow 7/10. RCM to follow up.				
SZYMANT	07/10/2009 03:45:45 PM	Call To Jeff		401066		
		Service manager states they did the transmission reprogram but need to work more on it; they are short-staffed. Service Manager states notified the FOM about mirror item; not resolved yet; notified customer; she will be on vacation until Monday and they advised her if they aren't done Monday night, they will give her a rental. RCM to call customer.				

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SZYMANT	07/10/2009 03:52:51 PM	Call To [REDACTED]				RCM advised calling to follow up. Customer states she did talk to the service manager; doesn't understand why the dealership needs more time when they will have had it a week on Monday; doesn't want to be in a cheap loaner; she paid \$35 k for this vehicle and only has about 8 nice weekends a year. RCM advised understands; if dealership needs more time, RCM will assist with an upgraded rental if available. Customer states it is just infuriating about the mirror feature; maybe we can contact a dealership who has this model on their lot, and they can test for the feature. RCM advised that might be possible; will update her Monday 7/13. RCM to research.
SZYMANT	07/13/2009 03:11:45 PM	Call To Jeff		401066		Service manager states tech line referred them to update a module, and now the mirror goes down like it did before. Service manager states customer also had a window concern, which they've addressed. Service Manager also states the transmission reprogram is done, but he's going to test drive; if not done tonight will give customer a rental. RCM advised if customer needs a rental, RCM will offer \$15/day extra for upgraded rental for one day. RCM to call customer.
SZYMANT	07/13/2009 03:20:07 PM	Voice Mail To [REDACTED]				RCM LVMM; advised mirror feature where they go downward has been restored and is working again; window concern is addressed; transmission concern seems to be rectified but service manager will give it a final test drive; if customer does intend to pick it up tonight she may wish to call dealership first; customer can call with any further questions. RCM to wait customer call.
SZYMANT	07/16/2009 10:00:38 AM	Call To [REDACTED]				RCM LVMM; advised wanted to ensure things are going fine with the vehicle; reminded customer we did offer to reimburse her for one month's vehicle payment; to take advantage of that, need her to fax me payment stub showing monthly loan amount and we'll reimburse her within about 3-6 weeks; she can call with any questions; seek to receive that payment stub within 30 days. No further action pending customer call/fax.
WILLIAC2	07/17/2009 11:38:21 AM	FAX From [REDACTED]				Fax in doc center.
SZYMANT	07/17/2009 05:40:23 PM	Note To ccc				WVWFA71F58V010542. [REDACTED], [REDACTED] customer 1 month vehicle payment. Total = \$524.33. Wait for check

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09/23/2009

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CR_BATCH	08/06/2009 04:00:31 AM	Note To SZYMANT				
Check #	██████████	for amount \$	524.33	mailed on	08/05/2009	

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2008 Eos 2.0L [REDACTED]	090158829	Customer Relations	WVWBA71F88V [REDACTED]	6,000		<hr/> Complaint 424122 Pr. Part: 3885-Mechatronics Pr. Rsn: E07 Stumbles/hesitates/dies in stop/go driving
NESTORD	06/26/2009 05:53:40 PM	Call From [REDACTED]				
Customer states; seeking to know if she should make her next vehicle payment due to the fact that she has been without the vehicle for 3 weeks; vehicle was stumbling and hesitating when Customer accelerated in stop in go traffic; Customer services vehicle at Dealer 424122; currently waiting for parts; Dealer initially ordered the incorrect part and is now waiting for the correct part to arrive from Germany; should not have to pay this month's payment because she has been without vehicle. CO advised; cannot guarantee we would be able to assist with the Customer concern; will escalate the concern to a RCM; RCM with research and follow up with Customer by COB 6/29/2009 at anytime at the home number [REDACTED]						
NESTORD	06/26/2009 06:01:09 PM	Assigned To RCM				
Customer states; seeking assistance with this months payment for vehicle that has been at Dealer for 3 weeks. CO advised; would escalate to RCM; RCM to review and follow up with Customer at [REDACTED] at anytime. RCM to research.						
CAMPOSA	06/29/2009 08:06:10 AM	Assigned To CAMPOSA				
CAMPOSA	06/29/2009 10:44:26 AM	Call To Randy		424122		
Service Manager advised: vehicle is waiting on a mechatronics unit; first time customer has been seen at Dealer. RCM to call customer.						
CAMPOSA	06/29/2009 03:43:08 PM	Call To [REDACTED]				
RCM advised: mechatronics unit is VIN specific part; that is the reason for the long ETA; customer had asked for a vehicle payment; RCM can research some type of possible compensation once the vehicle is repaired; RCM will follow up with customer by COB Monday 7/6. RCM to call Dealer.						
DEARB	07/01/2009 01:47:12 PM	Call From [REDACTED]				
Customer states: calling seeking assistance; vehicle has been down waiting for parts to arrive; customer spoke with dealer 424122 today who advised that part may not arrive for 2 more weeks; customer seeking compensation and possibly take advantage of lemon law. CA advised: in order for RCM to research compensation for time without the vehicle we will want to take into consideration the total amount of time that customer has been without the vehicle; lemon law information would be available through state; can have RCM follow up with customer as promises by COB Monday July 6. RCM to review						

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CAMPOSA	07/01/2009 05:06:12 PM	E-Mail To Trent Hauschild				
Model/Model Year: 2008 Eos						
In-service Date: 5/31/2008						
Mileage: 6,000 miles						
What is the concern: Vehicle RO opened 6/8. Mechatronics unit ordered 6/16. Not scheduled to arrive until mid-July.						
What is the customer seeking: I have already advised the customer that as soon as we repair the vehicle we can certainly look into compensation for time out of her vehicle. As the customer said that she may possibly take advantage of the lemon law, I wanted to make you aware of the case.						
Next steps/CARE action: I have advised the customer I would follow up with her on Monday 7/6. I will certainly remind her that VW will be reviewing time down for compensation for time out of vehicle. If there is any other action you would like me to take, please let me know.						
Thank you for your help. RCM to call Dealer.						
CAMPOSA	07/06/2009 09:17:41 AM	E-Mail From Trent Hauschild				
FO advised: offer her at least a lease payment; FOM will contact the Service Manager.						
Trent RCM to call Dealer.						
CAMPOSA	07/06/2009 10:46:50 AM	Call To Receptionist		424122		
DP advised: Service Manager unavailable. RCM advised: seeking Service Manager to call; RCM is seeking repair status on vehicle. RCM to wait Dealer call.						
CAMPOSA	07/06/2009 01:09:06 PM	Voice Mail From Randy		424122		
Service Manager advised: mechatronics not in yet; ETA mid-July. RCM to call customer.						

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CAMPOSA	07/06/2009 04:52:42 PM	Call To [REDACTED]				RCM advised: component is not in yet; will follow up with customer by COB Monday 7/20. RCM to call Dealer.
CALDWEM	07/07/2009 11:34:58 AM	Return Call From [REDACTED]				Customer states seeking to speak with the RCM, CA advised Customer understand her concerns with the part status. CA advised the RCM left a VMM advised the component is not in yet, states would follow up with customer by COB MON 7-20-09. Customer states her frustrations, tomorrow 7-8-09 the vehicle would be down for 30 days, just spoke with Dealer 424122 Service Manager (Randy) advised her to call CCC, Customer states seeking to get out of the lease or what can be done. CA advised due to the part and vehicle concerns, we/RCM can look into possible some type of compensation. Customer states just seeking her next directive, RCM VM offered, CA attempt to contact the RCM.
CALDWEM	07/07/2009 11:36:17 AM	Transfer To CAMPOSA				CA transfer call to RCM VM, RCM continues with Customer.
CAMPOSA	07/07/2009 12:59:15 PM	Voice Mail From [REDACTED]				Customer advised: getting very frustrated; not able to use her convertible all summer; vehicle has been at Dealer since 6/8/09; tomorrow is 30 days for vehicle being down; wants to know what her options are; says she wants to know about getting into a different vehicle; says she wants to know about getting out of lease; says she wants to know about lemon law; seeking a call back either at [REDACTED] (before noon central time), or at [REDACTED] RCM to call customer.
CAMPOSA	07/07/2009 06:14:56 PM	Call To Cindy Gross				RCM advised: vehicle component is due in mid-July; which is why RCM is scheduled to call customer 7/20; we will certainly compensate customer for time out of vehicle; we will not be able to calculate the amount until the vehicle has been repaired. Customer advised: there is a lemon law in MO; tomorrow is the 30th day the vehicle has been at the dealership; sick of hearing that we are still waiting on a part; part originally shipped to dealer was incorrect, so now we are waiting for correct part; Service Manager advised customer to call RCM to see what other options are available; hinted at trading vehicle in. RCM advised: not sure that Service Manager would have provided those options, as they are unrealistic; RCM does not think we will be able to meet the customer's expectations of trading into a new vehicle; RCM is unfamiliar with lemon laws in each state; our obligation is to repair the vehicle under the terms of the warranty; but RCM wants to exceed those expectations by providing the compensation; RCM will follow up with customer by COB July 20th as promised. Customer advised: wants RCM to provide customer with all her options on July 20th. RCM to contact FOM.

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CAMPOSA	07/08/2009 02:37:09 PM	Note To CCC				
		RCM to wait to see if mechatronics unit comes in before reviewing with FOM. RCM may not need to review case with FOM if part comes in on time. RCM to call Dealer.				
CAMPOSA	07/17/2009 12:11:13 PM	Call To JC		424122		
		Service Advisor states: parts now schedule to come in at the end of the month. RCM to review with FOM.				
CAMPOSA	07/17/2009 02:53:13 PM	E-Mail To Trent Hauschild				
		Model/Model Year: 2008 Eos				
		In-service Date: 5/31/2008				
		Mileage: 6k miles				
		What is the concern: Customer has been waiting 40 days as of today for a mechatronics unit.				
		What is the customer seeking: Customer said at contact on 7/7/09 she was seeking to get out of her lease.				
		Next steps/CARE action: RCM seeking to make you aware of this customer's case. RCM to wait Field Reply				
CAMPOSA	07/17/2009 03:50:02 PM	E-Mail From Trent Hauschild				
		The dealership has been in contact with the customer and we have offered her a lease payment. If the part does not come in by 7/22 we will make an lease payment. So far she is ok with that.				
		Thanks, Trent RCM to follow up with customer.				

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HAWLEYD	07/17/2009 05:24:51 PM	Call To [REDACTED]				
<p>RCM advised customer that we would like her to send in her vehicle payment coupon. RCM advised that we would like to offer her 1 month vehicle payment now and we can look into further compensation once the vehicle is repaired. Customer states that she is in a rental vehicle. RCM advised customer to continue to make her payments. RCM advised that once we receive her vehicle payment coupon it will take us about 4 weeks to process. Customer states that she appreciates everything. Customer states that she would like VW to repurchase her vehicle at this time. RCM advise that we can look into that, however there are no guarantees that we will be able to meet that expectation. Customer states that she would just appreciate us looking at her request. Customer states that she is just worried that her vehicle is being stored outside and what if something happens to it. RCM advised that VW can always look at detailing the vehicle before we return it to her. RCM advised that we will follow up with her by COB on Thursday 7/23/09. RCM to follow up.</p>						
CAMPOSA	07/20/2009 08:29:20 AM	E-Mail From Trent Hauschild				
<p>The dealership has been in contact with the customer and we have offered her a lease payment. If the part does not come in by 7/22 we will make an lease payment. So far she is ok with that.</p> <p>Thanks, Trent</p> <p>RCM to contact Dealer to verify that payment has not already been processed for customer. RCM to call Dealer.</p>						
CAMPOSA	07/20/2009 11:32:09 AM	Call To Receptionist		424122		
<p>Service Manager unavailable. RCM advised: seeking call back from Service Manager regarding customer. RCM to wait Dealer call.</p>						
CAMPOSA	07/20/2009 12:49:25 PM	Voice Mail From Randy		424122		
<p>Service Manager LVMM. Service Manager advised: FOM has authorized one or two vehicle payments; part not in yet. RCM to call Dealer.</p>						

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CAMPOSA	07/20/2009 02:54:50 PM	Call To Randy		424122		
RCM advised Dealer: customer has been advised to send their vehicle payment directly to CCC; we will process the vehicle payment; customer expressed concerns that the vehicle may experience other concerns given it's been sitting outside for so long. Service Manager advised: will reinspect vehicle and detail vehicle once repairs are completed. RCM advised: we will follow up with customer on Thursday 7/23 to verify that they are going to send in their vehicle payment paperwork; we will reassure the customer that the vehicle will be inspected by Dealer once the repair is completed; and that the vehicle will be detailed prior to return to customer; we will follow up with customer again on 8/10. RCM to call customer.						
CRUSEJ	07/22/2009 04:03:19 PM	Note To CAMPOSA				
Med/Arb has opened a file.						
CAMPOSA	07/22/2009 04:08:08 PM	Note To CCC				
Med/Arb case opened. No further action.						
KORTHA	08/05/2009 12:24:06 PM	E-Mail To Ann C.				
Hi Ann, I've contacted the customer [REDACTED] and she will be getting her replacement vehicle today. However her reason for calling was a follow up on your old case 90158829 where the offer for lease payments was made. *I wanted to let you know that I told her that it's my understanding that the replacement offer was made instead of the payments. So she is expecting to hear back from you but is aware it's unlikely she's going to receive payments on top of a replacement car. *She said she can understand that but wanted to make sure that was the case. Thanks, ~Alicia Korth						
CAMPOSA	08/05/2009 01:52:22 PM	Note To CCC				
Med/Arb has been contacted to advise that the customer contacted RCM in error (reference case 90158829) Med/Arb to call customer. No action required.						

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2008 Eos 2.0L [REDACTED]	090161176	Customer Relations	WVWFA71F08V [REDACTED]	7,000		
LOPEZJ	06/30/2009 09:58:18 AM	Call From [REDACTED]				Complaint 425019 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
		Customer states: vehicle has been at Dealer 425019 for three weeks; vehicle requires a special transmission and is currently needing a Mechatronic unit; Customer discussed dissatisfaction with Dealer Service Manager and he referred Customer to VW CCC; Customer feels there shouldn't be such a long wait for this component and Customer is dissatisfied because he has missed "convertible" season in his area, as it is now too hot to drive with the top down and Customer has a very expensive vehicle payment on this vehicle. Customer seeking: Volkswagen to assist Customer in this concern. CO advised: the Mechatronic unit requires manufacturing specific to Customer vehicle and as such typical order times range from 4-8 weeks due to the manufacturing times and overseas shipping; however, due to the nature of Customer concerns CO will request a RCM to review Customer concerns and follow up with Customer by COB tomorrow 7/1/09 at 469-667-9005. CO to assign for handling.				Complaint 425019 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 69C Dealer Referred Customer to CARE
LOPEZJ	06/30/2009 10:11:49 AM	Assigned To RCM				Complaint 425019 Part: 3511-Mechatronic Rsn: 69C Dealer Referred Customer to CARE
		Please review Customer concerns with vehicle part; RCM to follow up with Customer by COB tomorrow 7/1/09 at 469-667-9005. RCM to contact Dealer 425019.				
HEARNSN	06/30/2009 11:00:26 AM	Assigned To BALDWIA				
ZIEHMEC	07/01/2009 11:58:57 AM	Call To Bret		425019		
		Parts states that the Part Manager is not available but he can assist. RCM advised parts RCM is seeking further information on this repair. Parts states: red ordered on 6/9; due in by 7/7. RCM to call customer and move follow up date.				
CONLINR	07/01/2009 04:44:31 PM	Call To [REDACTED]				
		RCM advised: ETA on part is 7/7/09; RCM will follow up with Customer on 7-7-09 to ensure that part has arrived and Vehicle is repaired. Customer states seeking compensation for the time without Vehicle. RCM advised VW can evaluate compensation when part arrives. RCM to call Dealer on 7-7-09.				
BALDWIA	07/07/2009 11:19:36 AM	Call From Steve Mulholland		425019		
		Service Manager calling about other customers; RCM asked about part status. Service Manager advised that the part has arrived and they are currently working on the vehicle; Service Manager will check to get an idea on when the vehicle would be ready; will call RCM back. RCM to call customer.				

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BALDWIA	07/07/2009 06:51:58 PM	Call To [REDACTED]				RCM advised Service Manager advised the part has arrived and was going to call back with an idea on when the car would be available but RCM has not heard back from him. RCM will call Service Manager tomorrow for update and call customer; once the vehicle is repaired and operating properly we will look into customer request of compensation. RCM to call dealer.
BALDWIA	07/08/2009 10:02:27 AM	Voice Mail To Steve Mulholland		425019		RCM advised seeking update on repair. Wait dealer call.
BALDWIA	07/08/2009 05:57:10 PM	Call From Steve Mulholland		425019		Service Manager advised he expects for the vehicle to be ready tomorrow. RCM to call customer.
BALDWIA	07/08/2009 05:58:41 PM	Voice Mail To [REDACTED]				RCM advised Service Manager advised the vehicle is expected to be ready tomorrow; RCM offered reimbursement for 1 month's vehicle payment; provided fax number and reference number; Customer should continue to make monthly payment as schedule as the credit for the payment can take up to 10 business days but will show up as a credit on statement; if customer has further questions can call CCC. No further action pending customer call/fax.
SHORTK	07/09/2009 02:55:12 PM	Call From [REDACTED]				Customer returning RCM call. CA to contact RCM.
SHORTK	07/09/2009 02:56:18 PM	Call To Vance				CA attempted to contact RCM. CA to return to customer.
SHORTK	07/09/2009 02:56:38 PM	Return To [REDACTED]				Customer states seeking to speak with RCM. Customer states he was advised today his VEH would be down for another month and is seeking a return call. RCM to follow up with customer.
BAKERCR	07/09/2009 02:58:20 PM	Call To [REDACTED]				Customer called seeking to speak with RCM; CA to transfer call to RCM voice mail;

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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>
BALDWIA	07/10/2009 09:18:40 AM	Voice Mail From [REDACTED]				Customer message was received 7-9-09. Customer states he is being told different by dealer than what RCM advised; Customer was advised the part for the vehicle is not in yet and is not expected to be in until July 23; would like for RCM to call Customer back. RCM to call dealer.
BALDWIA	07/10/2009 10:25:54 AM	Voice Mail To Steve Mulholland		425019		RCM advised calling regarding customer concern; provided last 8 of VIN; Service Manager advised the part was in and vehicle was expected to be ready this week but customer states he has been advised that the part is not expected until July 23; RCM seeking clarification. Wait dealer call.
BALDWIA	07/10/2009 11:55:36 AM	Call From Steve Mulholland		425019		Service Manager advised that when he looked up the part information in their computer it showed the part had arrived; what had actually happened was the part arrived for another vehicle and somehow was tagged at the dealer for Customer's vehicle but since the parts are VIN specific it had to be used for the other vehicle; Part Manager is looking into getting an exact time for when the part should arrive. RCM asked for Service Manager to advise RCM the information dealer finds. RCM to call customer.
BALDWIA	07/10/2009 12:27:02 PM	Call From Steve Mulholland		425019		Service Manager advised that the Part Manager was advised the part should arrive the middle to end of next week. RCM to call customer.
BALDWIA	07/10/2009 12:42:50 PM	Voice Mail To [REDACTED]				RCM advised calling regarding customer concern; apologized for providing customer the incorrect information; spoke to Service Manager further and was advised there was a mistake in the way the part was labeled; Dealer Part Manager did further research and the part is expected the middle to end of next week; advised customer to call with further questions. RCM to follow up with dealer next week 7-15-09.
HOFFMAB	07/13/2009 10:19:39 AM	Call From [REDACTED]				Customer seeking RCM CA to transfer call.
HOFFMAB	07/13/2009 10:20:24 AM	Transfer To associate				CA transferred call to RCM

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	07/13/2009 10:26:08 AM	Continued Comment With	[REDACTED]			Customer states returning RCM call. RCM apologized for the incorrect information RCM provided; spoke to Service Manager who advised the part that came in was labeled for customer's vehicle but was for another customer; since the parts are VIN specific Dealer was not able to just go ahead and use the part in customer's vehicle; Service Manager advised they expect the part this week. Customer asked if Service Manager provided RCM a date. RCM advised Service Manager just advised the middle to end of the week. Customer states that the vehicle is now within the Texas state lemon law for being down 30 days; Customer has concerns about the transmission because Dealer advised there are 4 other vehicles with the same concern; thinks when this is repaired VW should extend the warranty for the transmission for another 4 years from the time the repair is completed; Customer also hopes that the vehicle has not been sitting out in the Texas heat and sun for the last month and hopes the vehicle has been in a covered area as the vehicle has been well taken care of and he doesn't want to put himself in the middle of the matter. RCM advised can look into the matter with extending the warranty however we may not meet that expectation; RCM is not aware of the space that dealer has so cannot state that the vehicle has been setting outside or in a covered area but RCM will ask Service Manager. Customer asked what does he have to do for the vehicle payment already offered. RCM advised fax a copy of the monthly statement to CCC; provided fax number. Customer states does not receive a statement; he does everything automatically. RCM advised RCM knows there is a way for customer to obtain copy of statement; may want to call VCI and VCI can even fax statement to CCC. RCM to call dealer.
AUSTINS	07/13/2009 10:46:10 AM	Call From	[REDACTED]			Customer states: he would like to speak to RCM. CA advised: will see if RCM is available. CA to call RCM.
AUSTINS	07/13/2009 10:48:37 AM	Note To CCC				RCM is assisting another Customer. CA to return to Customer.
AUSTINS	07/13/2009 10:48:46 AM	Return To	[REDACTED]			CA advised: RCM is assisting another Customer; CA offered RCM voicemail. Customer states: he would like to email information to RCM. CA advised: does not have RCM email address; but can transfer to RCM voicemail. Customer states: CA can transfer to RCM voicemail. CA to call RCM.
AUSTINS	07/13/2009 10:49:04 AM	Transfer To Aaron				RCM was available to take Customer call. RCM to continue comment with 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>
BALDWIA	07/13/2009 10:52:55 AM	Continued Comment With	[REDACTED]			Customer states that the fax is not going through either because of VW fax or customer's fax; asked for an email address. RCM advised RCM is not able to use outside email address but provided alternative fax number of 248-754-3813. RCM to call dealer.
BALDWIA	07/14/2009 10:07:57 AM	Call From Steve Mulholland		425019		Service Manager advised he thinks that FOM should be involved to provide customer with service contract or some kind of extension of the warranty for customer satisfaction. RCM advised RCM would contact FOM and look into that possibility. RCM to contact FOM.
WILLIAC2	07/14/2009 10:20:26 AM	FAX From	[REDACTED]			Fax in doc center.
BALDWIA	07/15/2009 02:30:03 PM	Voice Mail To Steve Mulholland		425019		RCM advised calling regarding customer concern; seeking to know if the part arrived. RCM to wait dealer call.
BALDWIA	07/15/2009 05:00:09 PM	Call To	[REDACTED]			RCM advised calling regarding customer concern; waiting to hear from Service Manager with parts update; RCM did receive customer information for vehicle payment; RCM will process payment and will call with part update as soon as RCM has one but no later than COB on Friday 7-17-09. RCM to call dealer.
BALDWIA	07/16/2009 10:39:17 AM	Voice Mail To Steve Mulholland		425019		RCM advised seeking to know if part for customer's vehicle has come in. Wait dealer call.
BALDWIA	07/17/2009 03:45:18 PM	Voice Mail To Steve Mulholland		425019		RCM advised calling regarding customer concern. Wait dealer call.
BALDWIA	07/17/2009 04:47:14 PM	Voice Mail From Steve Mulholland		425019		Service Manager advised ETA for part is next week; spoke to FOM who authorized assistance with a service contract when the vehicle is repaired as well as a vehicle payment. RCM to call 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>
BALDWIA	07/17/2009 04:52:37 PM	Call To Steve Mulholland		425019		RCM attempted to speak to Service Manager but was disconnected. RCM to call Dealer.
BALDWIA	07/17/2009 05:10:43 PM	Call From Steve Mulholland		425019		RCM advised received message and RCM has already provided a vehicle payment. Service Manager advised that he was not aware but FOM stated if it took providing 2 vehicle payments to make customer happy he would do it. RCM to call customer.
BALDWIA	07/17/2009 05:23:04 PM	Voice Mail To [REDACTED]				RCM advised calling regarding concern; spoke to Service Manager who advised that the part is expected next week; RCM will continue to follow up with dealer and call customer by COB on Tuesday 7-21-09. RCM to call dealer.
BALDWIA	07/20/2009 12:37:20 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 05:23:37 PM	Voice Mail To Steve Mulholland		425019		RCM advised seeking an update on the part status. RCM to call customer.
BALDWIA	07/21/2009 05:33:19 PM	Call To [REDACTED]				RCM advised waiting on a call from Service Manager regarding the part; will call customer with an update by COB on Thursday 7-23-09. Customer asked if RCM has access to the parts database to track the part. RCM advised that RCM does not have direct access. Wait dealer call.
LANDRYK	07/22/2009 08:30:48 AM	Return Call From [REDACTED]				Customer states: would like the address to send a letter to; can CA look up his case number so that he may reference it. CA advised: of Hamlin Rd address; provided case number and fax number. RCM to review.
BALDWIA	07/22/2009 12:47:57 PM	Call To Steve Mulholland		425019		RCM advised seeking an update for customer concern. SM advised that he recieved an email advising the part is expected to ship in 1-2 days; will be recieving shipment tracking information soon; ETA is 7-28-09; will speak to FOM about vehicle payment and extended warranty. 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>
BALDWIA	07/23/2009 11:23:19 AM	Call To [REDACTED]				RCM advised of Service Manager comments. Customer asked why the part cannot just be shipped overnight. RCM advised RCM does not have that answer; we have processes in place that would have to be followed. Customer asked if there was anything that RCM could to speak to Service Manager to arrange to have the part shipped overnight. RCM advised there is not anything that RCM would be able to do to expedite the part any more than what is being done. Customer states the vehicle payment that was promised was not posted to his account; and the payment is due soon and will be automatically deducted; Customer has 43 days down now; and next Tuesday would be another 7 days; which would be 50 days; he is so frustrated he is about to send a letter asking for VW to take the vehicle back; thinks VW should consider a 2nd payment because of the time down and still would like the warranty extended another year; asked RCM's relationship with FOM. RCM advised FOM is dealer point of contact; RCM would work with Service Manager to see if we can meet those expectations. Customer states would call Service Manager to see if there was something that could be done to have the part shipped over night. RCM advised Service Manager would likely advise that the processes are from VWoA. RCM to generate check request.
PRENTIM	07/24/2009 09:52:33 AM	Note To CCC				Generated EFT to VCI in the amount of \$620.28 for vehicle payment due to downtime.
BALDWIA	07/28/2009 10:40:57 AM	Voice Mail To Steve Mulholland		425019		RCM advised seeking to know if the part had arrived for customer. Wait dealer call.
BALDWIA	07/28/2009 02:48:48 PM	Voice Mail From Steve Mulholland		425019		Service Manager advised the part has arrived for the customer's vehicle. RCM to call FOM.
BALDWIA	07/28/2009 03:14:24 PM	Call To Joe Matussak		425019		RCM advised customer name and that customer was seeking 2nd vehicle payment and extension of the warranty. FOM advised that he has advised Service Manager both can be done to make customer satisfied and Service Manager would just have to get with finance department and do a Goodwill claim for the warranty extension. RCM to call dealer.
BALDWIA	07/28/2009 03:23:01 PM	Call To Steve Mulholland		425019		RCM advised calling regarding customer's concern; RCM will process a 2nd vehicle payment and RCM spoke to FOM who advised Service Manager can Goodwill the warranty extension. Service Manager advised he will take care of the extension of the warranty. RCM to call 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>
BALDWIA	07/28/2009 03:49:33 PM	Call To [REDACTED]				RCM advised that part has arrived; DLR should have customer back into his vehicle soon; we will process a 2nd VEH payment due to the concern and SM will be working out the warranty extension for customer. CUST asked about the status of the previous vehicle payment because he does not show that anything has posted to his account. RCM advised the previous payment has been processed but RCM does not know exactly when it will post customer's account. RCM to generate check request for 2nd vehicle payment.
PRENTIM	07/29/2009 10:19:48 AM	Note To CCC				RC generated EFT to VCI in the amount of \$620.28 for 2nd vehicle payment as Goodwill, based on downtime for mechatronic unit.
CR_BATCH	07/30/2009 04:00:29 AM	Note To PRENTIM				Amount for \$ 620.28 was Posted on 07/29/2009. AP reference number: 40039772
MARASHS	07/30/2009 04:33:29 PM	Note To CCC				Scanned 'Create-A-Folder' in doc center.
MURPHYJ	07/31/2009 09:03:49 AM	Call From [REDACTED]				Customer states/seeking: would like to speak with RCM Aaron Baldwin. CA advised: RCM is unavailable, will transfer to backup RCM Nell Hearn; if RCM is unavailable, will transfer Customer to voicemail. Customer acknowledged. CA to transfer to RCM.
MURPHYJ	07/31/2009 09:09:30 AM	Transfer To RCM				CA to transfer to RCM. RCM to review.
KURTZT	07/31/2009 09:21:40 AM	Call From [REDACTED]				CUST states Customer states: He called to talk to someone about his case and was told the CO was out of the office today and they transferred him to an CO back up who's voice mail indicated she was also out of the office today. Customer seeking: status of the promised VECH payment from Volkswagen. CA reviewed Customer case and informed him of a payment that was posted to his account on 7/29. Customer checked his account while CA stayed on the phone with him; Customer verified posting of payment. Customer stated VW still owed him another payment but he would talk to Aaron about that next week. CO to review.

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>
CR_BATCH	08/01/2009 04:00:28 AM	Note To PRENTIM				
Amount for \$ 620.28 was Posted on 07/31/2009. AP reference number: 40039985						

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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2008 Eos 2.0L [REDACTED]	090161181	Customer Relations	WVWBA71FX8V [REDACTED]	10,000		
AUSTINS	06/30/2009 10:17:40 AM	Call From [REDACTED]				
<p>Customer states: Original owner; Customer purchased the vehicle; This Customer/family has owned three vehicle(s); maintains the vehicles at our Dealers; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; at stop lights the vehicle bucks like a bronco and hesitates before going into gear; Customer is seeking/expecting goodwill assistance; working with Carlos; this Customer perceives this to be a premature failure. Customer states: the Dealer 405232 has ordered parts two weeks ago; the Customer got a call from the Dealer yesterday (06/29) stating that the parts were in and repair could be made; Customer went to the Dealer this morning and all the parts are not in; the Service Advisor told the Customer that it will take 4-6 weeks to get the mechatronic unit for the vehicle; the Customer believes that this is unacceptable; Customer would like some compensation for her time and inconvenience due to bringing her vehicle to the Dealer multiple times for repair; Customer is in a loaner vehicle. CO advised: will document this request and have an RCM call Customer back by COB tomorrow (07/01). CO to assign to RCM.</p>						<hr/> Complaint 405232 Pr. Rsn: 3511-Mechatronic Pr. Rsn: E08 Stumbles/hesitates/dies in steady hwy driving <hr/> Complaint 405232 Part: 3511-Mechatronic Rsn: 04Q Order Fill Time
AUSTINS	06/30/2009 10:20:14 AM	Assigned To Southern				
<p>Customer has an electrical issue with her vehicle; the car hesitates and bucks at stop lights at acceleration; Customer has been waiting two weeks for parts and has been told today (06/30) that it will be another 4-6 weeks for a mechatronics unit to arrive; Customer is seeking compensation for her time and inconvenience; she is the original owner; services at the Dealer 405232 and has owned three Volkswagens; please call Customer by COB tomorrow (07/01) at her cell phone number [REDACTED] RCM to email Dealer.</p>						
HEARNSN	06/30/2009 10:38:57 AM	Assigned To *NONE*				
JANSSEL	06/30/2009 12:04:05 PM	Assigned To JANSSEL				

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>
JANSSEL	06/30/2009 12:15:52 PM	E-Mail To Paul Whiteman		405232		

***** Email to pwhiteman@lokey.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVVBA71FX8V [REDACTED]

Reason for Inquiry: Customer states vehicle has been hesitating and bucks at stop lights and when accelerating. Customer has been waiting two weeks for parts and has been told today (06/30) that it will be another 4-6 weeks for parts to arrive.

Please review and advise me of the vehicle's status. (Please send response to Lisa.Janssens@vw.com)

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.

Lisa Janssens
(248) 754-3170

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RCM to wait dealer 405232 email.

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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>
JANSSEL	07/01/2009 10:59:45 AM	E-Mail From Paul Whiteman		405232		<p>That is correct. The Mechtronix unit comes directly from Germany coded specifically to her vehicle. It was RED ordered on 6/11/09. There is no indication of when it will be received. When the vehicle is repaired I intend on submitting for a lease payment for her inconvenience. She has had her vehicle since the 11th but has not been driving it. I have placed her in a rental today.</p> <p>Thank you, Paul Whiteman RCM to email dealer 405232.</p>
JANSSEL	07/01/2009 11:03:11 AM	E-Mail To Paul Whiteman		405232		<p>Paul, Thank you for following up regarding this customer. Is she aware of the lease payment offer? Lisa RCM to wait dealer 405232 email.</p>
JANSSEL	07/01/2009 12:05:49 PM	E-Mail From Paul Whiteman		405232		<p>I told her that I would pursue her some type of relief, potentially a lease payment. No solid commitment of such until final repairs complete. I will submit for it on the same repair order as repair. RCM to email dealer 405232.</p>
JANSSEL	07/01/2009 12:15:59 PM	E-Mail To Paul Whiteman		405232		<p>The customer had called customer care yesterday seeking compensation, I will follow up with [REDACTED] today and advise that her concerns have already been discussed with you and to stay in contact with the dealer for further updates. RCM to call customer.</p>
ALEXANLA	07/01/2009 12:48:48 PM	Call From [REDACTED]				<p>Customer states that she called yesterday with complaints about her vehicle; states dealer has advised that they will have her vehicle for 4-6 weeks; states seeking an update on case. CA advised Customer that RCM is researching case and will follow up by COB today 7/1. Customer acknowledged. RCM to research.</p>
JANSSEL	07/01/2009 02:31:06 PM	Voice Mail For [REDACTED]				<p>RCM LVMM. RCM to wait customer call.</p>

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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>
SHORTK	07/01/2009 02:58:55 PM	Call From	[REDACTED]			Customer states seeking to speak with RCM. CA to contact RCM.
SHORTK	07/01/2009 02:59:24 PM	Call To Lisa				CA attempted to contact RCM. CA to return to customer.
SHORTK	07/01/2009 03:00:20 PM	Return To	[REDACTED]			Customer seeking RCM to return call. RCM to contact customer.
LOPEZJ	07/01/2009 04:12:35 PM	Return Call From	[REDACTED]			Customer states seeking: to speak with RCM. CA to call RCM.
LOPEZJ	07/01/2009 04:13:14 PM	Call To JANSSEL				RCM unavailable. CA to locate a Supervisor.
LOPEZJ	07/01/2009 04:18:48 PM	Face-To-Face With RIESH				CA advised: RCM is assisting another Customer; Customer is seeking update; RCM is supporting Dealer decision; inquired if CA can provide update as this is Customer second call within one hour. Supervisor agreed. CA to return to Customer.
LOPEZJ	07/01/2009 04:19:48 PM	Note To CCC				Customer disconnected call while holding. CA to call Customer.
LOPEZJ	07/01/2009 04:57:04 PM	Call To	[REDACTED]			CA advised: at this time RCM has spoken to Dealer 405232 Service Manager Paul Whiteman and they are waiting for parts to arrive and at this time Service Manager will be working towards providing Customer relief, however we need to have the vehicle repaired in order to fairly evaluate the situation on Customer behalf; CA suggests Customer continue to work with Dealer until vehicle is repaired properly. Customer states: dissatisfaction with the vehicle repairs and Dealer service; Customer resents having to make a payment on a vehicle Customer is not driving and Customer is unhappy with the rental vehicle Customer is currently driving. CA advised: Customer can contact the rental company to inquire about switching the vehicle for something more comfortable; CA recommends Customer continue to work with Service Manager Paul and Customer can contact CA back in the future if desired. Customer accepts. RCM to review and close.

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>
JANSSEL	07/02/2009 08:14:11 AM	Note To CCC				
RCM reviewed case. 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 [REDACTED]	090161543	Customer Relations	WVWFA71F98V [REDACTED]	5,000		Complaint 423328 Pr. Part: 3511-Mechatronic Pr. Rsn: 95J Length of time for repairs
CALDWEM	06/30/2009 03:39:16 PM	Call From [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer states: Original owner; Customer leased from VCI (\$486.00); This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; Customer is seeking/expecting reimbursement vehicle payment due to vehicle down for 30 days; working with Erin; this customer perceives this to be a premature failure; Dealer 423328 did provide free oil change. vehicle picked up yesterday after repairs. CO advised we can look into the request because of the vehicle concerns. CO advised we will escalate to a RCM to address the request, will receive a follow up call on the cell [REDACTED] by COB WED 7/1/09. CO assigns to the RCM.					
CALDWEM	06/30/2009 03:56:39 PM	Assigned To WER				
	Customer seeking a lease (VCI) payment in the amount of \$486.00 due to vehicle being down for 30 days. RCM contacts Dealer 423328.					
ZEHELD	06/30/2009 04:20:11 PM	Assigned To ZEHELD				

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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>
ZEHELD	06/30/2009 04:41:40 PM	E-Mail To Boris Chong		423328		

***** Email to boris@chaplins.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: WVWFA71F98V [REDACTED]

Reason for Inquiry:

Hi Boris,

This customer is asking for a vehicle payment due to down time waiting for the mechatronics. Please confirm repairs are complete and the total days down for this repair. Thanks!

Please review and advise me of the vehicles 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.

Darrell Zehel
 (248) 754-3653

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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>
						RCM to wait Dealer 423328 e-mail.
ZEHELD	07/01/2009 03:13:44 PM	Call To Aaron		423328		Service Advisor advised Service Manager is out of office until 7/6. Service Advisor advised vehicle was down for a month and Customer was provided with a free oil change; vehicle initially came in with a convertible top issue and after test driving Service Advisor determined mechatronic needed to be replaced as vehicle was shifting bad. RCM advised will offer 1 vehicle payment. RCM to call Customer and offer 1 vehicle payment.
ZEHELD	07/01/2009 05:54:04 PM	Voice Mail To [REDACTED]		423328		RCM LVMM; advised will meet Customer expectations to cover 1 vehicle payment; provided fax and reference number; fax payment coupon to CCC and RCM will process payment; continue making payments as normal and payment will post in 1-2 months. Pending Customer fax, no further action.
CAMILOM	07/02/2009 02:49:42 PM	FAX From [REDACTED]				Fax in doc center.
ZEHELD	07/02/2009 02:57:30 PM	Note To ccc				RCM to generate check request.
ZEHELD	07/02/2009 02:57:41 PM	Note To ccc				850464783; WVVFA71F98V024170; Cox; VW to EFT 1 vehicle payment to VCI; total = \$486.61 Wait check.
CR_BATCH	07/09/2009 04:00:30 AM	Note To ZEHELD				Amount for \$ 486.61 was Posted on 07/08/2009. AP reference number: 40037024

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 ██████████	090162159	Customer Relations	WVWBA71F38V ██████████	13,000		
BAKERCR	07/01/2009 09:43:40 AM	Call From ██████████				Complaint 424219 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
	Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 6 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; customer states transmission is making a clunking noise and shifting rough; Customer is seeking/expecting 1 car payment; working with Scott the Service Advisor; this customer perceives this to be a premature failure; Customer states on 6-18-09 she took her vehicle into dealer 424219; transmission was clunking; dealer called customer 6-30-09 and advised customer the vehicle needs the Mechatronics replaced; advised part will not be in until approximately 7-15-09 and then repair will take another 2 days to complete; customer was referred to CARE by VCI: customer seeking VW to make a car payment or defer a payment for the inconvenience of being without vehicle for a month; CO advised customer would document her situation and request; no guarantee payment would be made; would assign to RCM; Customer would receive call back by COB 7-2-09; CO to assign to RCM					Complaint Rsn: 15R Referred to CR
BAKERCR	07/01/2009 09:55:43 AM	Assigned To CCC				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer seeking car a car payment of a deferred payment; RCM to review					
HOFFMAB	07/01/2009 09:58:46 AM	Call From ██████████				
	Customer states vehicle has been at dealer 424219 for 4 weeks, was transferred to CCC by VCI as she has a vehicle payment due today and she was told a payment would be made for her by VW, she wishes to verify this information. CA advised her concern has been escalated to a RCM to look into for her and CA suggested she contact the dealer 424219 to see if this is something they are doing for her. CA advised she will receive return call by COB on Thursday, the 2nd. RCM to review.					
NARDONP	07/01/2009 10:21:17 AM	Assigned To CAMPOSA				
CAMPOSA	07/01/2009 10:35:10 AM	Call To Bill			424219	
	Service Manager advised: FOM authorized a vehicle payment for customer. RCM advised: vehicle payments are usually processed once the vehicle is repaired; the process can take 4 weeks; Dealer can handle vehicle payment at Dealership. Service Manager advised: will call customer with clarification of vehicle payment; will advise customer that the payment is coming directly from the Dealership; the dealership advised us that they would be contacting the customer with the clarification of the payment. RCM to follow up with 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>
CAMPOSA	07/02/2009 04:13:59 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised customer: seeking to verify that Dealer 424219 contacted customer regarding vehicle payment; Dealer had offered to provide customer a vehicle payment once the repairs were completed; RCM following up to make sure that the dealer clarified how that is processed for the customer. RCM to wait customer call.
CAMPOSA	07/06/2009 02:00:20 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised customer: seeking to verify that Dealer 424219 contacted customer regarding vehicle payment; Dealer had offered to provide customer a vehicle payment once the repairs were completed; RCM following up to make sure that the dealer clarified how that is processed for the customer. No further action.
CLAYTOY	07/21/2009 02:22:57 PM	Return Call From	[REDACTED]			Customer states she is upset about the length of time the part is going to arrive. Customer states she has to wait an additional month for the part to arrive. Customer states she wants an additional vehicle payment. CA advised the customer the mechatronics parts is a VIN specific part which is made specifically for the customer's vehicle. CA advised the customer the dealer 424219 would be the one who is best to give advice on the status of the part. Customer states her brother is an attorney and she does not want to but will go through lemon law is necessary. CA advised the customer the CA would note the customer request for another vehicle payment. CA advised generally VW would wait until the vehicle is repaired to determine how many days the vehicle has been down prior evaluate the request for another vehicle payment. CA advised the customer the CA would transfer the customer to RCM regarding the customer's concerns. CA to transfer the call.
CAMPOSA	07/21/2009 02:32:43 PM	Continued Comment With	[REDACTED]			RCM advised: customer is right; we should be compensating customer for all the time out of her vehicle; RCM wants to make sure that customer understands that Dealer has done everything in their power to expedite the part; it is a VW delay in this VIN specific part; RCM would like to make a vehicle payment now; and when the vehicle repairs are completed, we can compensate customer for any additional time out of vehicle. Customer advised: frustrated that she purchased a convertible and cannot use the vehicle; is currently in a Jetta loaner from the dealership; her brother is an attorney and keeps saying that he can "sue" VW; but customer does not want to go that path; doesn't want to make payments on a vehicle she cannot use; thanked RCM for payment; will fax information to RCM on Thursday 7/23 (she is attending her grandfather's funeral). RCM advised: will follow up with customer by COB Monday 8/10. RCM to email 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>
CAMPOSA	07/21/2009 04:48:52 PM	E-Mail To Jeff Payne				
	Model/Model Year: 2008 Eos					
	In-service Date: 5/31/2008					
	Mileage: 13k miles					
	What is the concern: Waiting on Mechatronics unit					
	What is the customer seeking: Customer was frustrated that the part ETA was moved out again. I advised the customer that I would compensate her a vehicle payment now. And that when the vehicle repairs are completed, we would compensate the customer for any additional days out of her vehicle. The customer was very happy with this resolution.					
	Next steps/CARE action: The customer will be sending me her vehicle payment information. Will follow up with customer by close of business 8/10					
	Thank you for your help. RCM to call Dealer.					
WILLIAC2	07/28/2009 11:59:53 AM	FAX From [REDACTED]				
	Fax in doc center.					
CAMPOSA	07/28/2009 01:11:54 PM	Note To CCC				
	850455556, WVWBA71F38V [REDACTED], [REDACTED] vehicle payment due to lengthy wait for part. Total = \$589.58 RCM to call Dealer.					
CR_BATCH	08/01/2009 04:00:27 AM	Note To CAMPOSA				
	Amount for \$ 589.58 was Posted on 07/31/2009. AP reference number: 40039986					
CAMPOSA	08/10/2009 02:07:09 PM	Call To Steve		424219		
	Service Advisor states: vehicle completed today. (Note: total days down 55 days) RCM to advise customer: we understand that the vehicle was completed today; we would like to offer additional compensation for time out of vehicle; we can either provide the customer another vehicle payment, or a \$590 service voucher. 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>
CAMPOSA	08/10/2009 06:09:11 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised customer: understand that vehicle as repaired the vehicle; seeking to speak with customer about additional compensation; either another vehicle payment or a \$590 service voucher good for one year. RCM to wait customer call.
ZIEHMEC	08/11/2009 11:31:56 AM	Voice Mail To	[REDACTED]			RCM advised customer to call CCC about the update. Level 1 to advise if RCM (43577) or RCM (43242) are not available: vehicle as repaired the vehicle; customer has choice of further compensation of either another vehicle payment or a \$590 service voucher good for one year. No further action pending customer call.
CAMILOM	08/31/2009 04:14:43 PM	FAX From	[REDACTED]			Fax in doc center.
CAMPOSA	09/08/2009 12:48:15 PM	Note To CCC				850455556, VVWBA71F38V036281, [REDACTED], 2nd vehicle payment due to lengthy wait for part. Total = \$589.58
HOWARDB	09/10/2009 11:57:51 AM	Return Call From	[REDACTED]			Customer stated that she called yesterday to find out the status of the vehicle payment for September VWOA was making for her, but she had to disconnected the call. CA advised the Customer that the vehicle payment is still being processed, due to the holiday. Customer acknowledged. No further action, pending processing of payment to VCI.
BUCKNEN	09/15/2009 12:02:54 PM	Call From	[REDACTED]			Customer states: Went online and monthly payment has not been processed and \$25 late fee has been charged to account; customer was transferred from VCI to CCC. Customer seeking: When will payment be made. CO to review.
BUCKNEN	09/15/2009 12:08:08 PM	Return To	[REDACTED]			CA to transfer to RCM. RCM not available. CA to transfer to RCM voicemail.
BUCKNEN	09/15/2009 12:10:31 PM	Voice Mail To	CAMPOSA			CA transferred to RCM voicemail. RCM to return 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>
CAMPOSA	09/15/2009 12:37:04 PM	Voice Mail From	[REDACTED]			Customer LVMM. Customer seeking call back after 1:30pm at cell [REDACTED] Call customer.
CAMPOSA	09/15/2009 05:20:52 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised: as previously advised it does take up to 4 weeks to process a vehicle payment; customer's vehicle payment would be reflected on their bank statement once the payment has been transferred; RCM sees that the first payment was transferred on 8/1; shows that the second payment should be reflected next week sometime; \$25 late fee is between customer and VCI as customer was advised to continue making vehicle payments. Wait check,
CR_BATCH	09/17/2009 04:00:44 AM	Note To CAMPOSA				Amount for \$ 589.58 was Posted on 09/16/2009. AP reference number: 40048456

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 [REDACTED]	090166000	Customer Relations	WVWBA71F78V [REDACTED]	10,405		
CLAYTOY	07/06/2009 09:41:48 AM	Call From [REDACTED]				Complaint 403054 Pr. Part: 3885-Mechatronics Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
<p>Customer states the following: original owner, mileage 10,405, residence. Customer states she is seeking to document a complaint against dealer 403060. Customer states she took her vehicle to dealer 403060 with a concern with the passenger side door intermittently not opening from the outside side, intermittent jerking when you go into reverse or when first go into gear the customer was also seeking an oil change and detail. Customer states dealer 403030 did not experience the vehicle jerking and make the customer feel like she did not know what she was talking about. Customer states dealer 403060 advised they did have to order the part for the door. Customer states she took the vehicle back regarding the jerking in the transmission and they still did not find any concern with the transmission and inquired why the customer did not bring back the vehicle to dealer 403060 when the part arrived for the door. Customer states she wasted four days with dealer 403060. Customer states dealer 403060 never contacted the customer to advise the part arrived. Customer states she took the v vehicle to dealer 403054 and they advised yes they found the transmission jerking and the rattle noise they found in the convertible top which has been repaired. Dealer 403054 is ordering the part for the transmission now and the customer is waiting for the part. CO advised once the part arrives if the customer calls VW with the date then VW CCC could follow up with the repair at dealer 403054. Customer declines the offer. Customer states she does wants to compliment dealer 403054 for being so accommodating and find the customer's vehicle problem. CO to assign to RCM.</p>						Complaint 403060 Rsn: 88J Vehicle Condition After Repair
CLAYTOY	07/06/2009 10:06:21 AM	Assigned To CCC				Complaint 403060 Part: 3511-Mechatronic Rsn: 92J Inaccurate Diagnosis
<p>Customer is not seeking a return call. Customer is seeking document a complaint against dealer 403060 customer states dealer make make her think something was wrong with the customer because dealer 403060 did not find a manufacture shortcoming with the transmission. Customer states she asked dealer to detail the vehicle and dealer 403060 forgot to detail the vehicle. Customer states dealer 403060 did not follow with the customer to tell the customer the part had arrive for the door. Customer states later dealer 403054 did find a manufacture shortcoming with the transmission and they are so accomodating. RCM to follow up.</p>						Complaint 403060 Rsn: 95J Length of time for repairs
CLAYTOY	07/06/2009 10:12:19 AM	Note To CCC				Complaint 403060 Rsn: 96J Dealer did not follow-up
<p>Category Selection. RCM to follow up.</p>						Complaint 403060 Part: 5709-Lock cylinder Rsn: C29 Door locks not working properly
CAMPOSA	07/06/2009 10:13:48 AM	Assigned To CAMPOSA				Complaint 403060 Rsn: 85J Treatment by Personnel

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	07/06/2009 10:25:16 AM	E-Mail To Christopher Snyder		403054		Praise 403054 Rsn: 85J Treatment by Personnel

***** Email to csnyder@suburbancollection.com; *****
FYI ONLY: 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: 2008 Eos

VIN: WVWBA71F78V [REDACTED]

Customer Compliment: [REDACTED] says that she wanted to compliment Suburban Volkswagen for their assistance in diagnosing her vehicle. Suburban Volkswagen was able to diagnose some intermittent vehicle concerns.

[REDACTED] says that she wanted Suburban Volkswagen's service documented at VW Corporate.

Thanks for assisting [REDACTED] with her frustrating intermittent concerns!

Thank you for your help.

Ann Camposeo
(248) 754-3242

RCM to send FYI email to FOM.

CAMPOSA 07/06/2009 10:25:46 AM E-Mail To Pete Georgievski
RCM copied Dealer 403054 email to FOM. RCM to send FYI email to Dealer 403060.

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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CAMPOSA	07/06/2009 10:30:13 AM	E-Mail To Don Pinneo		403060		
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***** Email to don@vyletel.com; *****

FYI ONLY: 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: 2008 Eos

VIN: WVVBA71F78V [REDACTED]

Customer Concern: [REDACTED] says that she brought her vehicle in for a transmission "Jerking" concern as well as a door concern. She says that she was made to feel like the transmission concern was "all in her head" by your service department. [REDACTED] says that your dealership ordered the door, but never contacted her when the door arrived.

[REDACTED] says that she had also brought her vehicle in for an oil change, and to have it detailed. [REDACTED] says that when she came to pick up the vehicle, your service department forgot to do the detailing on the vehicle.

[REDACTED] has since had her transmission concern diagnosed by a second VW dealership. [REDACTED] says she wanted to make you aware of her concerns.

Thank you for your help.

Ann Camposeo

(248) 754-3242

RCM to send FYI email to FOM.

CAMPOSA	07/06/2009 10:32:35 AM	E-Mail To Pete Georgievski				
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RCM sent FYI email regarding Dealer 403060. 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>
CAMPOSA	07/06/2009 12:46:53 PM	Return Call From Don		403060		
Service Manager advised: vehicle seen twice; first time was November 2008 for an oil change; no transmission jerking concern mentioned; May 2009 customer came in for a passenger-side door lock concern; door was adjusted; customer also complained that the rear windows would drop when door unlocked; vehicle operating normally; customer never mentioned a transmission jerking concern; customer was a no-show on July 1st; customer has never requested a detailing; not sure why customer believes the vehicle was seen for transmission jerking concern. RCM advised: RCM will document Dealer comments. No further action.						
SHORTK	07/23/2009 12:37:07 PM	Call From [REDACTED]				
Customer states she has been waiting a few weeks for DLR 403054 to obtain mechatronics system. Customer states DLR has advised it would be another few weeks for part to arrive. Customer states she is not able to take her vacation due to vehicle not being repaired properly. Customer states she is paying for a car she can not use \$500 a month VEH payment. Customer states seeking a lease payment. CO advised customer our primary goal is to repair the VEH under the warranty parameters. CO advised customer RCM would evaluate her request and contact her by COB 7/24/09. Customer states she would appreciate call tomorrow because she will be attending funeral today. RCM to email DLR 403054						
CAMPOSA	07/23/2009 04:08:30 PM	Call To George		403054		
Service Manager advised: part ordered 7/6/09; customer is not in a rental vehicle. RCM advised: customer has stated they will be going on a vacation; RCM will offer to provide customer with rental. (NOTE: RCM will also advise customer that once vehicle is repaired, we can review for possible compensation) RCM to call customer.						
MANNAE	07/24/2009 09:34:17 AM	Voice Mail To [REDACTED]				
RCM backup LMTRMC. RCM to wait customer call.						
CALDWEM	07/24/2009 10:40:14 AM	Return Call From [REDACTED]				
Customer states returning the call, VM offered, CA attempt to contact the RCM and back-up						
CALDWEM	07/24/2009 10:43:36 AM	Note To CCC				
CA almost sure she disconnected the Customer call by accident as attempting to contact the RCM. CA to face to face with RCM back-up.						
CALDWEM	07/24/2009 10:44:22 AM	Face-To-Face With MANAE				
CA advised almost sure CA accidentally disconnected Customer call, back-up wil call Customer at this 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>
CAMPOSA	07/24/2009 10:50:01 AM	Voice Mail From	[REDACTED]			Customer LVMM. Customer seeking call after 2:00pm. RCM to call customer.
MANNAE	07/24/2009 10:50:50 AM	Return Call To	[REDACTED]			RCM backup advised following up in regards to customer call, advised do understand customer concerns in driving vehicle and have spoken with 403054 and he is aware customer will be calling him to obtain loaner, also advised VW will offer customer one month vehicle payment and to mail in copy her statement for VW Credit, advised process can take up to 4 weeks and we will continue to evaluate once vehicle is repaired and operating to manufacturer specifications. Customer states thank you and she loves her EOS and when it comes time she will trade it for another VW EOS. RCM to wait customer mail.
CAMPOSA	07/24/2009 10:52:15 AM	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>
2008 Eos 2.0L [REDACTED]	090167710	Customer Relations	WVWBA71F28V [REDACTED]	24,000		
LOPEZJ	07/07/2009 11:09:54 AM	Call From [REDACTED]				Complaint 422505 Pr. Part: 1009-Cylinder block Pr. Rsn: E23 Excessive oil consumption
<p>Customer states: Original owner; Customer leased from 422505; This customer/family has owned 2 vehicles; maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; this will be Customer third time being placed in a rental vehicle for repairs; Customer is concerned about what is going on with her vehicle; Customer brought vehicle to Dealer because the check oil pressure warning indicator came on and Customer realized the oil consumption was too much as there was no oil the first time this happened; slowly the Dealer was able to confirm there is a problem and they began to address the oil consumption; the last time they changed some parts but they do not update Customer as to what is happening; Customer is also dissatisfied with the quality of the rental vehicle in which she is driving; currently she expects to be placed into a Ford Escort; Customer feels she is giving a lot and the Dealer is not assisting her or providing her any information; Customer vehicle has had five oil consumption tests already; the Dealer advised they don't know what is going on and they are following Volkswagen's direction; vehicle was last at the Dealer about two weeks ago; the began at about the 10k mile interval; Customer intends to drop vehicle off at Dealer today. Customer is seeking/expecting vehicle repaired and to know what is happening with her vehicle; working with Service Advisor Sal; this customer perceives this to be a premature failure. CO advised: based on the nature of Customer concerns CO will escalate Customer case to a RCM for review; RCM will follow up with Customer by COB tomorrow 7/8/09 at [REDACTED] CO to assign for handling.</p>						Inquiry Rsn: 63Q Technical
LOPEZJ	07/07/2009 11:23:44 AM	Assigned To RCM				Complaint 422505 Part: 3511-Mechatronic Rsn: T07 Auto/Hybrid - Gearshift hard to operate
Please review Customer concerns with vehicle repair; RCM to follow up with Customer by COB tomorrow 7/8/09 at [REDACTED] RCM to contact Dealer 422505.						Complaint 422505 Part: 1009-Cylinder block Rsn: 07J Engine Oil Pressure Light On
CONLINR	07/07/2009 11:34:18 AM	Assigned To SMITHN				Complaint 422505 Part: 1009-Cylinder block Rsn: 14H Repeat Repair
ZEHELD	07/07/2009 03:01:24 PM	Voice Mail To Ted Weinsziehr		422505		
RCM LMTRMC. RCM to wait Dealer 422505 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>
SMITHN	07/08/2009 01:29:54 PM	Call To Sal		422505		Service Advisor advised that Service Manager is not in today; they are doing final oil consumption test on Customer vehicle today; this is the 5th one they have done because Customer had 2 and then didn't come for 2,000 miles for 3rd so they had to start all over again. RCM asked Service Advisor if he could call RCM after the do final test today to give me an update. Service Advisor advised he will call RCM. RCM to wait on Dealer 422505 call.
SMITHN	07/08/2009 06:47:11 PM	Voice Mail To [REDACTED]				RCM LVMM for Customer advising that RCM doesn't have update today; will contact Customer back by COB tomorrow. RCM to wait on Customer call.
ZEHELD	07/09/2009 03:03:53 PM	Return Call From Ted Weinsziehr		422505		Service Manager states has done multiple oil consumption tests; has weighed the oil and vehicle is consuming 6/10th's of a qt every 1,000 miles; working with techline who states vehicle is operating to specifications; techline said they were going to e-mail Bob (FOM); will be returning the vehicle to Customer. RCM to follow up.
SMITHN	07/09/2009 03:52:35 PM	Call To [REDACTED]				RCM advised Customer that RCM spoke with Dealer 422505 and they advised that oil consumption test is complete and vehicle is using 6/10 of a quart per 1000 miles; this is within VW guidelines and vehicle is operating within specifications. Customer states that Dealer told her she has to come in to do oil consumption test again in 1000 miles; she hasn't got time to keep running to dealer every 1000 miles. RCM advised Customer that RCM can call Dealer to find out why they are giving us different information that customer is being given. Customer states she is going to call Dealer right now and disconnected call. RCM to call Dealer 422505.
SMITHN	07/09/2009 03:57:06 PM	Voice Mail To Ted Weinsziehr		422505		RCM LMTRMC. RCM to find out if Customer is still doing consumption testing as Service Advisor led RCM to believe that consumption test was complete with this last measure. RCM to wait on Dealer 422505 call.
SMITHN	07/09/2009 04:37:32 PM	Call From [REDACTED]				Customer states that she just spoke with Sal at Dealer 422505 and he told her that oil consumption test is not complete and they have to do one more oil check in 1000 miles; she also was told that she has a transmission concern and part may be on back order; she wants to know what VW is going to do to repair the vehicle. RCM advised Customer that RCM will have to contact Dealer 422505 to get this straightened out; RCM will call Customer back today after speaking with dealer 422505. RCM to call Dealer 422505.

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>
SMITHN	07/09/2009 04:48:17 PM	Call To Ted Weinsziehr		422505		Service Manager advised that oil consumption test is finished; they contacted tech line who is contacting Bob Martin; vehicle is using 6/10 of a quart per 1000 miles which is within specs; vehicle needs a mechatronic unit and they are waiting on part. RCM asked Service Manager if he could find out if Sal advised Customer that another test was needed. Service Manager advised that Service Advisor did advise Customer that another test is needed; he is going to have Service Advisor call Customer and advise her that he was mistaken and test is complete. RCM to call parts and see when mechatronic was ordered.
SMITHN	07/09/2009 04:53:41 PM	Call To Javier- parts		422505		DP advised that mechatronic unit was ordered today. RCM to call FOM.
SMITHN	07/09/2009 05:01:32 PM	Voice Mail To Bob Martin				RCM LMTRMC. RCM to call Customer.
SMITHN	07/09/2009 07:56:50 PM	Voice Mail To [REDACTED]				RCM LVMM advising Customer that Dealer 422505 advised that oil consumption test is complete; the part that is needed for vehicle transmission is the mechatronic unit and will not be available for 4-6 weeks; RCM is contacting field about Customer concerns and will contact Customer before COB tomorrow. RCM to wait on FOM call.
SMITHN	07/10/2009 03:40:34 PM	E-Mail To Bob Martin				RCM sent FOM email to see what direction he will want to go with this vehicle due to part fill time. RCM to call Customer.
SMITHN	07/10/2009 05:04:52 PM	Voice Mail To [REDACTED]				RCM LVMM advising Customer that RCM hasn't spoken with our field person yet and RCM will contact Customer before COB on Monday 7-13-09. RCM to wait on FOM call.
SMITHN	07/13/2009 02:44:58 PM	Call To Ted Weinsziehr		422505		RCM asked Service Manager if he has heard from FOM. Service Manager advised he hasn't; part still hasn't arrived and there is no update. RCM to call 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>
SMITHN	07/13/2009 03:02:51 PM	Call To Bob Martin				FOM advised that VWoA will continue to service the vehicle under the terms of the warranty; he will be more than willing to make lease payments for the time customer is out of vehicle; oil is well within specifications and there will be no repairs to vehicle for oil consumption; RCM to call Customer.
SMITHN	07/13/2009 03:07:18 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advise Customer that RCM spoke with Dealer 422505 and part that is needed is a mechatronic unit; part is taking 4 to 6 weeks to come in but may be in much sooner. RCM to wait on Customer call.
GHIDROA	07/13/2009 03:19:40 PM	Return Call From [REDACTED]				Customer seeking to speak with RCM. CA advised: will transfer the call to RCM; in case RCM is assisting another customer call will be transferred into RCM voicemail. CA to transfer the call.
GHIDROA	07/13/2009 03:21:27 PM	Transfer To Nancy				CA transfers call into RCM voicemail. RCM to call customer.
SMITHN	07/13/2009 03:45:39 PM	Voice Mail To [REDACTED]				Customer LVMM to call her back at work [REDACTED] RCM to call Customer.
SMITHN	07/13/2009 03:49:20 PM	Call To [REDACTED]				RCM advised Customer that Dealer 422505 has completed oil consumption test; vehicle is operating within VW specifications and there will be no repairs; vehicle shifting concern is a mechatronics unit and it is taking anywhere from 6 to 8 weeks for part to come over from Germany; we can look into lease payment when part comes in if Customer is out of vehicle for any length of time; advised Customer that she can contact us back once part comes in and if dealership doesn't offer customer lease payment, RCM will look into it. RCM to assign to CORR for BBB letter.
SMITHN	07/13/2009 03:55:09 PM	Assigned To CCC				Customer is dissatisfied with our decision to not do repairs to vehicle due to oil consumption. Correspondence to send Customer BBB letter.
BICKMAD	07/14/2009 07:37:39 AM	Assigned To BOSLEYJ				

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>
BOSLEYJ	07/15/2009 04:44:52 PM	Mail To	[REDACTED]			
		Letter generated and sent. RCM to review and close.				
BOSLEYJ	07/15/2009 04:45:39 PM	Assigned To	SMITHN			
SMITHN	07/15/2009 06:05:35 PM	Note To	CCC			
		CO reviewed. No further action.				
MULLIGM	07/21/2009 11:51:05 AM	Call From	[REDACTED]			
		Customer states has question; the part for her vehicle is not expected to arrive until the end of 8/09; she has rental vehicle but is paying \$8-9/day for insurance which will end up costing her about \$600; Dealer 422505 advised she could pick up her vehicle until part comes in if she wanted; seeking to know if this is okay as repair must have been serious enough that rental was approved for 2 months, and she does not want to cause any damage to vehicle by driving it; Dealer had contacted corporate regarding repairs and seeking confirmation from us; CA advised VW that Dealer contacted was not CCC but their own technical resources; we rely on VW Dealer for technical information as well, if they advised us we could or could not drive vehicle we would take their word for it; advised for Customer to speak with Service Manager for clarification of technical information; RCM to review and close.				
SMITHN	07/21/2009 01:08:17 PM	Note To	CCC			
		RCM reviewed. No further action.				

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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>
2008 Eos 2.0L [REDACTED]	090170666	Customer Relations	WVWBA71F08V [REDACTED]	5,000		
SHORTK	07/10/2009 11:06:08 AM	Call From [REDACTED]				
<p>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; No additional warranty/Service contract; mechatronic needs to be replaced #02e325025ad2de; Customer is seeking/expecting VEH to be repaired and assistance with obtaining part; working with n/a; this customer perceives this to be a premature failure; Customer states VEH shifted erratically after brake was applied. Customer states she has been waiting for part for 5 weeks and was advised she would have to wait another 5 weeks for part. CO advised customer DLR 405073 would be in the best position to provide part updates. CO advised customer her concern would be escalated to RCM for evaluation. CO advised customer RCM would follow up with her by COB 7/13/09.</p>						<hr/> Complaint 405073 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly <hr/> Complaint 405073 Part: 3511-Mechatronic Rsn: 04Q Order Fill Time
SHORTK	07/10/2009 11:09:34 AM	Assigned To ccc				
<p>Customer seeking VEH to be repaired. Customer states VEH has been down 5 weeks for mechatronic system. RCM to email DLR 405073.</p>						
JANSSEL	07/10/2009 11:50:22 AM	Assigned To JANSSEL				

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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>
JANSSEL	07/13/2009 08:25:07 AM	E-Mail To Ron Verdetto		405073		

***** Email to rmv@gunthermotors.com; joeh@gunthermotors.com *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVVBA71F08V [REDACTED]

Reason for Inquiry: Customer states while driving, her vehicle shifted erratically after brake was applied. Customer states she took vehicle to dealer 405073 and it has been down for 5 weeks due to a part order.

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.

Lisa Janssens
 (248) 754-3170

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RCM to wait dealer 405073 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>
JANSSEL	07/13/2009 01:27:14 PM	E-Mail From Joe Healey		405073		<p>Lisa, [REDACTED] vehicle is still here in the service department. We had performed an initial diagnosis and had attempted to resolve the issue that her car is having by replacing the clutch temperature / speed sensor; however, further diagnostics revealed that the mechatronic unit in the transmission is faulty. We have an open VTA contact on the vehicle which was done for the purpose of confirming our diagnosis. Unfortunately, the vehicle is not drivable in its current state (it will drop out of gear), so it is not in acceptable condition to return to the customer. I have maintained contact with our parts department manager who is keeping an eye on the order (e.t.a. is 07/21/2009).</p> <p>Thanks, Joseph Healey RCM to research.</p>
JANSSEL	07/13/2009 03:23:59 PM	Note To CCC				<p>Per internal research, part is expected to arrive Mid July 2009. RCM to call Customer.</p>
JANSSEL	07/13/2009 04:39:02 PM	Call To [REDACTED]				<p>RCM advised: following up in regards to concerns, dealer 405073 has advised the part ETA is 7/21/09, CCC cannot expedite the part as the part is VIN specific, dealer receives the part updates faster than CCC. Customer states: very frustrated with vehicle, this is the second repair needed, vehicle has been down for 5 weeks, this is the customer's first brand new vehicle and she cannot drive it, dealer has offered one month vehicle payment, has a rental vehicle now but would rather drive her vehicle, the dealer has provided a hatchback rental, a new beetle and now she has a Jetta rental, may have to consult a lawyer for lemon law if she has another concern, feels VW should have parts more readily available. RCM advised; will document concerns, advised we try to have our parts readily available but cannot do so with VIN specific parts, advised we will follow up with the dealer next week and customer by COB Thursday 7/23/09 to confirm part arrival and repairs, seeking to know if customer is seeking anything else. Customer states: she would like her vehicle back. RCM to close case pending follow up date.</p>

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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NESTORD	07/21/2009 12:05:04 PM	Return Call To	[REDACTED]			
<p>Customer states: is very unhappy; the part that is needed to repair vehicle has not come in; it has been 8 weeks now to get the part and 12 weeks without a vehicle. Customer seeking: case number; a call back today about concern; to have an appointment set up with field representative; concern resolved by the end of the week. CA advised: Customer of case number; field representative is a Dealer resource we do not schedule appointments for them; will inform RCM of request to schedule appointment with field representative; case has been assigned with RCM; RCM is out of the office today but back-up is handling Customer concern; follow up date was set for COB 7/23/2009; will inform RCM of requested call back for today; RCM will follow up with Customer by noon 7/22/2009. RCM to follow up.</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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

ZIEHMEC 07/22/2009 12:29:16 PM E-Mail To Ron 405073

Please note that RCM is having system concerns and is unable to send e-mails directly from listen.
Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F08V [REDACTED]

Reason for Inquiry: Customer states is very unhappy that the part that is needed to repair vehicle has not come in and it has been 8 weeks now to get the part and 12 weeks without a vehicle. Customer seeking a call back today about having a field representative come out and look at vehicle.

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.

Christine Ziehmer
248-754-3577
RCM backup

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HOFFMAB 07/22/2009 01:14:13 PM Call From [REDACTED]

Customer seeking to speak with RCM CA to transfer call.

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VOLKSWAGEN OF AMERICA, INC.
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>
HOFFMAB	07/22/2009 01:14:54 PM	Call To associate - dChristine Ziehmer				
		RCM states there is no update yet from dealer 405073, advise customer she will be contacted by COB tomorrow with update. CA to return to customer.				
HOFFMAB	07/22/2009 01:16:35 PM	Return To [REDACTED]				
		CA advised customer currently there is no update, but she will be contacted tomorrow with status. Customer states she is not looking for a update, is seeking resolution as she has been without vehicle for 8 weeks and would like meeting with the area representative and this resolved by Friday, the 24th. CA advised she will make RCM aware of her request, but can guarantee she will hear from RCM on Thursday the 23rd. RCM to wait dealer e-mail and contact customer.				
ZIEHMEC	07/22/2009 05:11:09 PM	E-Mail From Ron		405073		
		Hi [REDACTED] we are still waiting for the part for [REDACTED] car which is a transmission valve body and I was told it would be in august. The FOM will be here on friday 24 of july if the customer wants to speak with him please advise our FOM is [REDACTED] if you need more information please feel free to contact me. Ron Verdetto RCM to call customer.				
ABDULAM	07/23/2009 05:22:27 PM	Voice Mail To [REDACTED]				
		CA LMTRMC. Please advise Customer Dealer is waiting for transmission valve body and it would be in august. Please advise The FOM will be here on Friday 24 of July if the customer wants to speak with him. Wait Customer call.				
ABDULAM	07/24/2009 11:54:32 AM	Call To [REDACTED]				
		Customer states she is at the Dealer right now and states the Dealer should follow up with status to her case. RCM to follow up with Dealer 405073.				
ZIEHMEC	07/24/2009 01:05:17 PM	E-Mail To Ron		405073		
		Can you give me an update once you have one. I am aware that the customers vehicle is there today. RCM to wait service managers e-mail.				
GELFUSB	07/27/2009 12:56:46 PM	Note From Bonnie Gelfusa				
		This case can be closed, cust is in new vehicle.				

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2008 Eos 2.0L						
[REDACTED]	090170874	Customer Relations	WVWBA71F98V [REDACTED]	10,000		Complaint
WILLIAC2	07/10/2009 03:26:34 PM	Attached Mail From [REDACTED]	[REDACTED]			Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
WILLIAC2	07/10/2009 03:27:42 PM	Assigned To GORALCT				Complaint 401079 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 95J Length of time for repairs
GORALCT	07/14/2009 09:28:51 AM	Reviewed By Tracy				Complaint 401079 Rsn: 88J Vehicle Condition After Repair
		Letter addressed to VW Credit; Customer letter states: was excited about purchase initially now very distraught and aggravated over decision; almost entire month of May and into June I have not had my car; extremely stressed about the lack of communication with service departments; April 27th in for 10,000k check up inquired about transmission concerns; I was assured by John the Service Manager that the car is known for kicking into gear and there was nothing wrong with the car; April 28th car went into neutral while I was driving and wouldn't shift; the dashboard started blinking; tried to call dealership twice and was put on hold; turned car off and restarted it and it rebooted computer and I went to Southshore VW to drop my car off; May 2 finally received a call that my car was ready for pickup; without my car for 3 1/2 days and all they did was reset the fault codes; May 18 car brought back with same problems; car going into neutral and jerking enough to throw my head forward; spoke with Chuck and he was very understanding I told them I didn't want them to just clear codes; this left me without a car for my father's funeral and that made me very upset; Chuck was sympathetic and told me John would get back to me later that day; May 20 John finally called me back; because they didn't do loaner vehicles at that location and it would probably take another week he transferred my car to Quirk VW and they would call me when a loaner was ready; May 22 called Quirk to find out when my loaner would be ready and was advised they were still not in possession of my vehicle and I couldn't get a loaner until they had it; called John at Southshore and he stated he was alone and would not be able to transport the vehicle; I transported it myself and again the computer went out; when I got to Quirk I was very upset and they quickly wrote up the repair order and gave me keys to a 2008 Jetta loaner; June 2 11th day without my car; still did not know status of car and called Quirk				Complaint 401077 Rsn: 85J Treatment by Personnel

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GORALCT	07/14/2009 09:40:29 AM	Continued Comment By Tracy				
		Continued Comment: they advised they were waiting for parts; and could not give me an update; took number stated would receive a call back and did not receive one; June 10 still waiting for an update; still waiting on Mechatronics to be sent from Germany didn't have an ETA; June 24; part was in and should be ready soon; June 26 car ready for pickup; went down to get it and they explained I wasn't alone; my car was dirty when it went into the shop but it had grease all over the door when I picked it up; most car dealerships would at least clean up their own messes before returning the car; my question is why am I paying for a lease payment for the month of May when I was driving a Jetta for over a month; please contact me immediately to discuss this matter further. Per customer request CO to call customer.				
GORALCT	07/14/2009 01:04:52 PM	Voice Mail To [REDACTED]				
		LVMMTRC: If customer calls please advise it is our obligation to repair your car within the terms of your warranty; it is our understanding that a loaner vehicle was provided and while it is inconvenient to drive a rental vehicle we do provide that so that you are not without a car while yours is being repaired; we do apologize for the inconvenience she experienced and if she would like to fax in a payment coupon for her car payment we can look into the possibility of a one-time goodwill gesture of one months car payment. CO to wait customer call.				
GORALCT	07/15/2009 05:56:39 PM	Voice Mail To [REDACTED]				
		LVMMTRC: If customer calls please advise it is our obligation to repair your car within the terms of your warranty; it is our understanding that a loaner vehicle was provided and while it is inconvenient to drive a rental vehicle we do provide that so that you are not without a car while yours is being repaired; we do apologize for the inconvenience she experienced and if she would like to fax in a payment coupon for her car payment we can look into the possibility of a one-time goodwill gesture of one months car payment. CO to wait customer call.				
CALDWEM	07/16/2009 10:45:54 AM	Return Call From [REDACTED]				
		Customer states seeking update, CA advised understand the Customer and vehicle concerns, which this is not our intent for the unpleasant concerns, our main goal is to ensure the vehicle is repaired and operating to manufacture specifications and within the terms of the warranties, CA advised we understand a loaner vehicle were provided and while it is inconvenient to drive a rental vehicle we do provide that so that you are not without a car while yours is being repaired; we do apologize for the inconvenience that she experienced and as a Goodwill offer and gesture she can fax (6504) in a payment coupon for her vehicle payment we can look into the possibility of a onetime one month's vehicle payment, CA advise once the vehicle payment is processed would come off the next billing cycle. CO review and close.				

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GORALCT	07/16/2009 11:29:51 AM	Note To CCC				CO reviewed. No further action pending customer fax.
WILLIAC2	07/16/2009 11:35:59 AM	FAX From [REDACTED]				Faxes in doc center.
WILLIAC2	07/16/2009 11:36:29 AM	Assigned To CCC				
FOXK1	07/17/2009 10:05:07 AM	Assigned To ROGERSD				
ROGERSD	07/17/2009 11:53:17 AM	Reviewed By ROGERSD				Customer faxed copy of payment coupon; VCI acct #850067832; total vehicle payment \$418.34. As a one-time goodwill gesture, CCC will cover one month's vehicle payment due to Customer experience and time down. Correspondence to generate check request.
ROGERSD	07/17/2009 12:05:04 PM	Note To EFT (vehicle payment)				Account# 850067832 WVVBA71F98V [REDACTED] [REDACTED], VWoA to generate vehicle payment in the amount of \$418.34 as a one-time gesture of good will due to time down for repair and ownership experience. Correspondence to wait vehicle payment request.
CR_BATCH	07/25/2009 04:00:45 AM	Note To ROGERSD				Amount for \$ 418.34 was Posted on 07/24/2009. AP reference number: 40039225

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2008 Eos 2.0L [REDACTED]	090171273	Customer Relations	WVWBA71F78V [REDACTED]	15,000		
WHEELEK	07/13/2009 11:14:49 AM	Call From [REDACTED]				
<p>Customer states: Original owner; This customer/family has owned 1 vehicle(s); the vehicle shakes, especially after accelerating, when the vehicle has stopped; Customer is seeking/expecting to know the status of his part; working with Service Advisor - Paul Bonilla at dealer 408284; this customer perceives this to be a premature failure. Customer states: he was initially told the part (not sure of part name) would arrive in 2 weeks; after 4 weeks he was told the part is on back-order; he asked the dealer for the 800# to CCC, because he wants to know what is going on with the part. CO advised: the dealer is the best resource to provide up-to-date information on the part status; sometimes a part is made specifically for the vehicle; due to the nature of your concern, will escalate to a RCM to determine the part status; will receive an update by COB, Tuesday, 7-14-2009. CO to forward to RCM for action.</p>						<hr/> Complaint 408284 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking <hr/> Complaint 408284 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 96J Dealer did not follow-up
WHEELEK	07/13/2009 11:18:06 AM	Assigned To EAR				
<p>Please research customer's inquiry regarding part status; dealer did not advise if part is being made specifically for the vehicle or additional status if this is a back-ordered part; can be reached on home number between 12-5. RCM to research and/or contact dealer 408284.</p>						
HAWLEYD	07/13/2009 11:24:43 AM	Assigned To HAWLEYD				
<p>Assigned for handling.</p>						
HAWLEYD	07/13/2009 01:45:56 PM	Call To Fred Gates		408284		
<p>Service director advised that they have a mechantornics unit on order for the customer. Service director advised that the customer wants a rental. RCM advised that VW will assist with the rental vehicle. Service director advised that he will verify with the tech if he contacted tech line, if not, he will have him call. RCM to contact customer.</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>
ZEHELD	07/14/2009 12:37:11 PM	Voice Mail To [REDACTED]				RCM LVMM; advised spoke with Dealer 408284 regarding concerns; have authorized rental coverage while vehicle is waiting for part; if Customer has not heard from Dealer 408284 about rental he can call directly; RCM will follow up on parts status and call Customer before COB next Monday 7/20. **If Customer calls back, transfer to Original RCM** RCM to call Dealer 408284 to inquire about VTA ticket.
ZEHELD	07/14/2009 12:40:53 PM	Note To ccc				(VIN not listed on Mechatronics list; RCM feels it should be if the part has been on order for weeks). RCM to call Dealer 408284.
HAWLEYD	07/14/2009 05:10:13 PM	Call To [REDACTED]		408284		RCM advised that we need the part number and sales doc number. Service director advised that he will obtain the information and e-mail the information to the RCM. RCM waiting for service director e-mail.
HAWLEYD	07/14/2009 06:28:46 PM	E-Mail From [REDACTED]		408284		Service director sent e-mail advising part information: Part # N-104-514-05 Sales doc# 1005771908 RCM to follow up.
HAWLEYD	07/15/2009 01:59:06 PM	Note To CCC				RCM sent this information to the RC and were able to verify that the part (bolt) that the customer needs for this vehicle has already shipped. RCM to contact customer and advise him that the part will arrive within 7-10 days. RCM to contact customer.
FOXK1	07/16/2009 02:57:30 PM	Call To [REDACTED]				ES advised of part being shipped, should be at the dealer in 7-10 days. 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>
SHEARDA	07/28/2009 10:51:30 AM	Call From	[REDACTED]			Customer states that he was advised by CCC that the part for his vehicle would be at dealer 408284 within seven to ten days, however the part has not arrived; Customer states that he called the dealer and was advised that we had miss informed him of the arrive time for the part and that it would not arrive for another three to four weeks; Customer states that he does not understand while the dealer does not follow up with him in a timely fashion, states he has to call them. CA advised customer that CA is documenting his complaint with dealer 408264 not following up in a timely fashion and the RCM will forward this complaint to the dealership; advised that the RCM will also evaluate the ETA of the part and will follow up with the customer on Wed., 07.29.2009 with a update before the close of business. Customer advised of his cell number for contact, [REDACTED] RCM to evaluate.
SHEARDA	07/28/2009 11:02:10 AM	Note To CCC				RCM to forward customers complaint to dealer 408284 also to evaluate the ETA of the part and follow up with customer on his cell [REDACTED]. RCM forward to dealer.
HAWLEYD	07/29/2009 11:04:18 AM	Call To Paul Bonilla		408284		Service manager advised that the part has not arrived as of yet. RCM to follow up.
HAWLEYD	07/29/2009 04:21:28 PM	Assigned To ccc				Dealer is advising that the part has not arrived, can we please verify that it has shipped again. Thank you. Part # N-104-514-05 Sales doc# 1005771908
HAWLEYD	07/29/2009 04:22:37 PM	Voice Mail To	[REDACTED]			RCM LMTRMC RCM or CA - Please advise customer that we have re-escalated this back to parts to verify shipment and will call him back by COB on Friday 7/31/09. RCM waiting for customer call back.
PRENTIM	07/29/2009 04:32:52 PM	Note To CCC				This sales doc # 1005771908 indicates the bolt (part # N -104-514-05) shipped on 6/20/09 to Dealer 408284. If the dealer does not have the part, he should contact his PDC Specialist to report this and re-order part.
PRENTIM	07/29/2009 04:35:01 PM	Assigned To HAWLEYD				

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	07/31/2009 03:31:02 PM	Call From Fred Gates		408284		
	RCM advised service director that we are showing that the bolt has arrived. Service director advised that the mechatronics unit has not arrived. RCM advised that we were not tracking a mechatronics unit just the bolt. Service director advised that he provide the incorrect part number. RCM to contact the customer.					
HAWLEYD	07/31/2009 04:12:50 PM	Call To [REDACTED]				
	RCM advised customer that we are following up with him in regard to the part situation with his vehicle. RCM advised that he had several parts on order and the part we tracked did come in within the 7-10 days, however they are still waiting for the mechatronics unit that is a VIN specific built part that is expected in 8/07/09. RCM advised that we apologize that we were tracking the wrong part originally, however we will follow up with him by COB on Friday 8/07/09 to make sure the part arrives. Customer states that he appreciates that. RCM to follow up.					
HAWLEYD	08/06/2009 11:50:50 AM	Call To Fred Gates		408284		
	RCM LMTRMC with DP. RCM provided direct line and reason for call. RCM waiting for service director call back.					
HAWLEYD	08/07/2009 02:46:03 PM	Call To Fred Gates		408284		
	Service manager advised that the mechatronics unit arrived today. RCM to contact customer.					
HAWLEYD	08/07/2009 02:57:06 PM	Call To [REDACTED]				
	RCM LMTRMC. RCM or CA - Please advise customer that the mechatronics unit has arrived to the dealer. RCM waiting for customer call back.					
ZIEHMEC	08/11/2009 03:24:01 PM	Call To [REDACTED]				
	RCM advised customer: part is in; VW is able to offer 1 vehicle payment for the concerns; he needs to fax or mail in a copy of his payment stub; he needs to continue to make his usual payments. Customer states: vehicle is repaired; he will fax stub in. RCM advised customer of fax number. No further action pending customer fax.					
CAMILOM	08/27/2009 09:21:46 AM	FAX From [REDACTED]				
	Fax in doc center.					
PRENTIM	08/27/2009 02:46:16 PM	Note To CCC				
	RC to generate EFT request to VCI in the amount of \$965.25 for one vehicle payment as Goodwill gesture due to downtime.					

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>
CR_BATCH	09/03/2009 04:00:46 AM	Note To PRENTIM				
Amount for \$ 965.25 was Posted on 09/02/2009. AP reference number: 40046548						

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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2008 Eos 2.0L [REDACTED]	090172520	Customer Relations	WVWFA71FX8V [REDACTED]	7,400		Complaint 408252 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
AUSTINS	07/14/2009 10:55:21 AM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle; this Customer/family has owned four vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; his vehicle bucks and jumps; a control unit needs to be replaced; Customer is seeking/expecting he would like Volkswagen to offer vehicle payments to him; working with Rick Bark; this customer perceives this to be a premature failure; CO advised: the vehicle has been at the Dealer for a month now and there is not ETA for the part; the part is on a red order; Customer does not want to pay for this vehicle while the vehicle is down. CO advised: will document this case and assign this to an RCM; RCM will call Customer back by COB tomorrow (07/15). CO to assign to RCM.						
AUSTINS	07/14/2009 10:56:29 AM	Assigned To Eastern				
Customer is seeking to get vehicle payments credited to him based on his vehicle bucking, jumping and because he has not had the vehicle for over a month; the vehicle is at Dealer 408252 and there is no ETA at this time on the control units arrival; this part is on red order; the Customer is the original owner; he leased the vehicle and always services the car at the Dealer; he currently owns three Volkswagens and has owned one previously. RCM to email Dealer.						
HAWLEYD	07/14/2009 12:43:32 PM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	07/14/2009 06:23:31 PM	Call To Michele (assistant to mgr)		408252		
RCM provided customer name, direct line and reason for calling. Service advisor advised that service advisor (Godfrey) will contact RCM back. RCM waiting for service advisor call back.						
HAWLEYD	07/15/2009 02:27:00 PM	Call To Michele (assistant to mgr)		408252		
Service advisor advised that the vehicle is waiting for a mechatronics unit. Service advisor advised that they ordered it on 6/11/09. Service advisor advised the following part information: part # 000325025 XZCE; sales doc # 1005747029. RCM to send to RC to verify part.						
HAWLEYD	07/15/2009 02:49:29 PM	Call To Greg Peters				
RC confirmed part number. RC will verify with parts and update RCM. 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>
PETERSG	07/15/2009 02:52:05 PM	E-Mail To Parts Specialists				RC e-mailed Parts, asking for an ETA. RC to wait for their update.
PETERSG	07/15/2009 02:52:28 PM	Note To 000325025 XZCEL...(Mechato)				Part = 000325025 XZCEL...(Mechaton) Sales doc = 1005747029 Dealer = 408252 Case = 90172520
HAWLEYD	07/15/2009 05:41:41 PM	Call To [REDACTED]				RCM advised customer that this is a courtesy call to let him know that we are are of his concern and we are working with our corporate parts department to obtain the part, however this is a VIN specific part and the build time is 6-8 weeks. Customer states that he owns 3 VW and he wants 3 months vehicle payments for this concern. RCM advised customer that once the vehicle is repaired we will look at the amount of time he has been without his vehicle and compensates him for those vehicle payments. Customer states that he wants it to start back in June when he took the vehicle in. RCM advised that we will look at the time when he dropped the vehicle off. RCM to follow up with the customer once the vehicle is repaired. RCM waiting for parts update.
PETERSG	07/16/2009 04:08:57 PM	E-Mail From Parts Specialists				Parts sent the following: "This part has still not confirmed in the German system. These are taking an average of 4-5 weeks for delivery, so this one is past the average. As a result I would expect this part to ship in the next week or so, but there is no concrete eta at this time."
PETERSG	07/21/2009 03:18:56 PM	Note To Diane Hawley				There is no change in status at this time.
PETERSG	07/27/2009 03:08:16 PM	Note To CCC				(Per the CIM on Friday), This part has an ETA of August 7, 2009.
HAWLEYD	07/31/2009 01:37:30 PM	Call To Rick Barke				FOM advised that he is trading the customer out of this vehicle. RCM to contact customer and direct him to work with the FOM.

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>
HAWLEYD	08/03/2009 01:52:39 PM	Call To	[REDACTED]			
RCM advised that we understand that the FOM has contacted him. RCM advised customer that the dealer and the FOM will now become his point of contact and advised him to work with them. No further action.						

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CUSTOMER COMMENT DETAIL REPORT
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2008 Eos 2.0L [REDACTED]	090174325	Customer Relations	WVWBA71F88V [REDACTED]	19,000		
DUBROCN	07/15/2009 10:31:30 AM	Call From [REDACTED]				
<p>Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; oil consumption; transmission concern; took to the Dealer 409412 on 6/3 for service; while there for service they found that the oil consumption concern is back and also when the technician tried to reverse the vehicle found a transmission concern; they ordered the part for the transmission and it was supposed to arrive on 3 different occasions; it was supposed to be here on 7-10 and now they just pushed that date to 7-24; really frustrated with how long this is taking; would like to have my vehicle back; paying \$500 a month for a car she doesn't have; ordered the part from Germany; did not get a rental because she is using her husbands; working with Keith; this customer perceives this to be a premature failure. Customer is seeking/expecting VW to assist on getting the concerns repaired and get her vehicle back ASAP. CO advised: can make sure the Dealer is using all their technical resources to get this vehicle repaired; due to the nature of the concerns a RCM will research and follow up with Customer by the COB on 7/16. CO to assign.</p>						<hr/> Complaint 409412 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly <hr/> Complaint 409412 Part: 1750-Oil pan Rsn: E24 Oil leaks
DUBROCN	07/15/2009 04:25:19 PM	Assigned To ccc				
<p>Customer seeking: VW to assist on getting this vehicle repaired; get vehicle back to her ASAP. CO advised: can make sure the Dealer is using all their technical resources to repair the vehicle; due to the request a RCM will research and follow up with the Customer by the COB on 7/16. RCM to research.</p>						
ISTIFOV	07/15/2009 04:47:44 PM	Assigned To ISTIFOV				
<p>Assigned.</p>						
ISTIFOV	07/16/2009 10:12:45 AM	Call To Keith Bradshaw		409412		
<p>Service Manager advised the vehicle has 19,000 miles, vehicle is down at dealer 409412 for a mechatronic unit since 6/3/09, has an ETA of 7/24/09, customer declined a loaner vehicle. RCM to call customer and advise that RCM will continue to follow up with dealer 409412 regarding part availability as well as will research for some options for customer once the vehicle has been repaired. RCM to call customer.</p>						

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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>
ISTIFOV	07/16/2009 10:23:35 AM	Voice Mail For	[REDACTED]			RCM left message advising that RCM is working with dealer 409412 regarding the vehicle concerns and dealer 409412 expects the part to arrive by end of next week and RCM will follow up with dealer 409412 on Friday 7/24/09. RCM advised will contact customer back on 7/24/09 as well to provide an update. RCM to call dealer 409412 on 7/24/09.
ISTIFOV	07/24/2009 02:00:43 PM	Note To CCC				ETA will be second week of August for this part. RCM to call customer and advise will follow up on 8/7/09 and will research options for her then. RCM to call customer.
ABDULAM	07/24/2009 02:29:55 PM	Voice Mail To	[REDACTED]			CA LVMM. CA advised ETA is 8/7 and RCM will follow up at that time once vehicle is repaired to research any options for Customer. CA advised if Customer has questions or concerns to contact CCC. RCM to follow up.
CALDWEM	07/24/2009 03:24:21 PM	Return Call From	[REDACTED]			Customer states seeking to speak with RCM, Customer state frustrations, declined CA to advise of the update, VM offered, CA attempt to contact the RCM
CALDWEM	07/24/2009 03:27:07 PM	Transfer To ISTIFOV				CA transfer call to RCM, RCM continues with Customer.
ISTIFOV	07/24/2009 03:43:49 PM	Voice Mail From	[REDACTED]			Customer left message advising to please contact her back regarding her file. RCM to call customer.
ABDULAM	07/24/2009 04:39:38 PM	Voice Mail To	[REDACTED]			CA LVMM. CA advised ETA is 8/7 and RCM will follow up at that time once vehicle is repaired to research any options for Customer. CA advised if Customer has questions or concerns to contact CCC. RCM to follow up.
ISTIFOV	07/28/2009 11:17:33 AM	Voice Mail For	[REDACTED]			RCM left message advising that RCM will follow up with dealer 409412 on Friday 8/7/09 to seek status on part and will contact her as well with an update on 8/7/09. RCM to call dealer 409412 on 8/7/09.

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>
ISTIFOV	07/29/2009 01:09:38 PM	Call From Keith Bradshaw		409412		

Service Manager advised that the mechatronics unit has come in and the repair has been completed as of 7/28/09. Service Manager advised the vehicle has been down since 6/4/09, currently has an oil consumption concern, customer has declined a vehicle payment and is refusing to take pick up her vehicle, customer is seeking to have vehicle replaced. RCM advised will notify FOM to discuss further. RCM to email 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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

ISTIFOV 07/29/2009 01:18:53 PM E-Mail To Chuck Tremper

The following customer has contacted Customer CARE. I have confirmed that the vehicle has 40+ days down due to mechatronic and oil consumption concern

Customer Name: [REDACTED]

VIN: WVWBA71F88V [REDACTED]

Model/Model Year: 2008 Eos

In-service Date: 7/21/07

Mileage: 19,000

Is the vehicle at the dealer for repairs: Yes

What has the Service Manager indicated: Mechatronic has arrived and installed however, now has a concern with oil consumption, vehicle has been down at dealer since 6/4/09.

Days Down: 40

What is the customer looking for:

(a) The customer has lost faith in the vehicle and is asking us to escalate the issue. Is there any additional action you'd like to take on this case? If so, please let me know what your next steps are, so I can close out the case with the customer. Customer will not accept vehicle payments from us and is seeking to have vehicle replaced for another Eos.

Next steps/CARE action: I have promised the customer a return call by 7/31/09; 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 ¿REPLY TO ALL¿ when responding to this email.

Thank you for your help.

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>
Vance Wait field contact.						
ISTIFOV	07/29/2009 01:53:30 PM	E-Mail From Chuck Tremper				FOM has out of the office reply stating he will return on Monday 8/3/09. RCM to contact FOM on 8/3/09.
ISTIFOV	08/03/2009 09:30:00 AM	E-Mail To Chuck Tremper		409412		RCM sent email to FOM advising of customer's vehicle concerns and to please contact RCM back to discuss. Wait field contact.
ISTIFOV	08/03/2009 10:11:24 AM	Return Call From Chuck Tremper				FOM advised that he has reviewed the customer's service history and will actually be at dealer 409412 tomorrow to meet with the customer. FOM advised he will offer customer a replacement vehicle. RCM to call customer.
ISTIFOV	08/03/2009 11:39:54 AM	Voice Mail For [REDACTED]				RCM left message advising that the customer is scheduled to meet with a VW representative tomorrow at dealer 409412 and the representative will be assisting the customer with her vehicle concerns. RCM advised to please contact CCC in the future with any questions or concerns. No further action.

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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>
2008 Eos 2.0L [REDACTED]	090175202	Customer Relations	WVWBA71F88V [REDACTED]			
SHORTK	07/16/2009 09:29:20 AM	Call From [REDACTED]				
<p>Customer states 3rd VW, seeking to document a complaint due to VW only having 1 vendor for mechatronic unit. Customer states she has been awaiting part since 06/03/09. Customer states VEH lurches forward from stop and she is not happy with VW. Customer states she had concerns with her previous EOS and tried to give VW another chance. Customer states she will no longer purchase VW. CO advised customer her complaint has been documented for internal review. CO advised customer she should refer to her servicing DLR for any updates on part. No further action.</p>						<hr/> Complaint 403325 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation <hr/> Complaint 403325 Part: 3511-Mechatronic Rsn: 82E Parts Delay <hr/> Complaint Rsn: 74A Customer leaving brand <hr/> Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
CAMPOSA	07/28/2009 08:49:18 AM	E-Mail From Dave Barnes				
<p>Hi Ann,</p> <p>Are you able to determine if [REDACTED] has been contacted regarding the Mechatronic parts delay?</p> <p>Thanks,</p> <p>David Barnes (Email to continue)</p>						
CAMPOSA	07/28/2009 08:50:09 AM	E-Mail From Dave Barnes				
<p>From: Jim Worden [mailto:Jim_Worden@tomwood.com] Sent: Monday, July 27, 2009 4:33 PM To: Barnes, David Subject: FW: Questions about warranty service</p> <p>Hi Dave,</p> <p>It was my understanding that VW was going to contact customers who have Mechatronic units on backorder. As you can see this customer has not been contacted but would very much appreciate a call. WVWBA71F88V [REDACTED]</p> <p>Thanks, Jim Worden (email to continue)</p>						

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

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>
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CAMPOSA 07/28/2009 08:50:39 AM E-Mail From Dave Barnes

From: [REDACTED]
Sent: Mon 7/27/2009 4:02 PM
To: Jim Worden
Subject: RE: Questions about warranty service
Any answer yet?

Do they need another email?

[REDACTED] Product Manager
(email to continue)

CAMPOSA 07/28/2009 08:51:14 AM E-Mail From Dave Barnes

From: Jim Worden [mailto:Jim_Worden@tomwood.com]
Sent: Monday, July 20, 2009 10:21 AM
To: [REDACTED]
Subject: RE: Questions about warranty service

[REDACTED]
I have forwarded your request to VW and asked them to research your request.
Thanks,
Jim Worden
(email to continue)

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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CAMPOSA	07/28/2009 08:52:20 AM	E-Mail From Dave Barnes				
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From: [REDACTED]

Sent: Mon 7/20/2009 9:58 AM

To: Jim Worden

Subject: RE: Questions about warranty service

Hi Jim:

As Service and Parts Director, will you please do some investigation? I spoke with Sean, I believe that was his name, on Friday. He had NO IDEA when to expect this part that we put on order in early June. That is unacceptable. He suggested that I call to register my complaint with VW Customer Service, which I did.

I asked the call center to tell me what happens to these complaints. He didn't know but that they were recorded in the database. What good does a phone call do then?

What I want to know is how many of these parts for all the world-wide dealerships are on back order. There is some way you can find out. Talk to a regional or national parts director. Somebody can do the math to figure out when this part will trickle into Tom Wood, based on how long it takes to manufacture and then re-program and how far down the pecking order I am. I also want to know if VW is planning on developing more than one source for these parts. (Whoever heard of a car manufacturer with only one supplier???)

Look forward to your answers. Thanks.
 RCM to email FOM

CAMPOSA	07/28/2009 08:52:38 AM	Assigned To CAMPOSA				
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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>
CAMPOSA	07/28/2009 08:55:19 AM	E-Mail To Dave Barnes				
<p>Good Morning Dave,</p> <p>I see that the customer contacted Customer CARE, but it was not escalated to me. I also see that she is not on our master list (which is probably why Tom Wood did not receive an email requesting information). I will call Tom Wood this morning for the sales doc information. Then I will call the customer this afternoon to apologize for the delay.</p> <p>Best Regards, Ann Camposeo RCM to call Dealer.</p>						
CAMPOSA	07/28/2009 10:01:11 AM	E-Mail From Jim Worden		403325		
<p>Sales Doc # 1005733595 Ordered 06/08/2009 RCM to assign to Level 2.</p>						
CAMPOSA	07/28/2009 10:02:30 AM	Assigned To CER				
<p>Please verify that this part is on order, as it does not show up on the mechatronics master list. RC to research</p>						
PETERSG	07/28/2009 10:33:46 AM	Assigned To CAMPOSA				
<p>The update from Parts is that stock will be available for all outstanding Mechatronic Units by August 7th.</p>						
CAMPOSA	07/28/2009 02:25:31 PM	Call To (male voice on vm)				
<p>(RCM called "cellphone number - alternate") RCM LVMM. RCM advised: seeking call back regarding mechatronics unit. RCM to call "cellphone number - phone"</p>						
CAMPOSA	07/28/2009 02:27:28 PM	Call To [REDACTED]				
<p>(RCM used "cellphone - phone" number) RCM LVMM. RCM to wait customer call.</p>						
SHORTK	07/29/2009 09:12:49 AM	Call From [REDACTED]				
<p>Customer states seeking to speak with RCM. CA to contact RCM.</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>
SHORTK	07/29/2009 09:14:46 AM	Call To Ann				CA attempted to contact RCM. CA to return to customer.
SHORTK	07/29/2009 09:15:06 AM	Return To [REDACTED]				Customer states seeking RCM to return her call and let her know when Mechatronic system will be in. Customer states RCM can call office# [REDACTED] and leave date. RCM to return customer call.
CAMPOSA	07/29/2009 11:10:33 AM	Voice Mail To [REDACTED]				RCM LVMM. RCM to wait customer call.
NORMANS	07/29/2009 01:34:21 PM	Return Call From [REDACTED]				Customer called states she is returning call seeking to speak to RCM; Customer states they keep playing phone tag; CA advised Customer CA will transfer Customer to RCM and if RCM is not available Customer can LVMM; CA to transfer Customer.
CAMPOSA	07/29/2009 01:44:35 PM	Conference Call With [REDACTED]				Customer advised: this vehicle was an Eos exchange from a previous "lemon"; now customer has been waiting 2 months for a part; doesn't know what is going on; feels that the communications should have been better; thinking twice about having purchased a VW; Dealership has been very helpful; customer thinks very highly of the dealership. RCM advised: customer is right regarding the communication; VW should have contacted customer and dealership sooner; we understand that the customer's component should arrive next week; this part normally takes a month to receive as it is a VIN specific part; as customer had to wait two months, RCM would like to provide customer with vehicle payment. Customer advised: very thankful for the goodwill gesture; has also contacted Dealer to pick up a loaner tomorrow. RCM advised: will follow up with customer by COB Monday 8/10. RCM to call 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

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CAMPOSA	07/30/2009 10:54:39 AM	E-Mail To Jim Worden		403325		
<p>Hi Jim,</p> <p>I am surprised by your email. I had a nice long talk with [REDACTED] yesterday at 1:44pm (after attempting to contact her first thing yesterday am). I allowed her to speak for 10 minutes to voice her frustrations. I advised her that she is right, that VW dropped the ball. I advised her that VW SHOULD have contacted the customer earlier. I advised her that I would like to make a vehicle payment as a goodwill gesture. And I advised her that I would like to follow up with her by COB Monday August 10th. I also asked her if she was in a rental/loaner, and she said that she was already in contact with your dealership to get into a rental.</p> <p>The customer stated that she found the goodwill offer of a vehicle payment a great salve toward her wound, and was thankful that I would be following up on August 10th. When the conversation ended, the customer seemed satisfied.</p> <p>Just as an FYI for you, I verified with Level 2 that the parts are on order correctly. I do not want this customer to have any further delays.</p> <p>Did you speak with this customer yesterday EVENING? Or did you speak to the customer before I did? Let me know, RCM to call dealer.</p>						
WILLIAC2	07/30/2009 11:01:34 AM	FAX From [REDACTED]				
<p>Fax in doc center.</p>						
CAMPOSA	07/30/2009 03:19:35 PM	Note To ccc				
<p>850313645, WVWBA71F88V [REDACTED], [REDACTED] vehicle payment due to lengthy wait for repairs. Total = \$671.26 RCM to call Dealer.</p>						
CR_BATCH	08/06/2009 04:00:45 AM	Note To CAMPOSA				
<p>Amount for \$ 671.26 was Posted on 08/05/2009. AP reference number: 40041102</p>						
CAMPOSA	08/10/2009 11:09:41 AM	Call To Brian		403325		
<p>Service Advisor states: vehicle repairs were completed on 8/6. RCM to advise customer: as customer was out of their vehicle for an additional 3 weeks outside the normal leadtime of 4 weeks, RCM would like to provide \$504 partial vehicle payment to compensate for additional time out of vehicle; or a \$525 service voucher. RCM to call customer.</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>
CAMPOSA	08/10/2009 03:20:19 PM	Voice Mail To	[REDACTED]			
						RCM LVMM. RCM advised: vehicle repairs were completed on 8/6; as customer was out of their vehicle for an additional 3 weeks outside the normal leadtime of 4 weeks, RCM would like to provide \$504 partial vehicle payment to compensate for additional time out of vehicle; or a \$525 service voucher. RCM to wait customer call.
CAMPOSA	08/11/2009 08:49:35 AM	E-Mail From Dave Barnes				
						To: Barnes, David Sent: Tue Aug 11 08:31:47 2009 Subject: FW: VW message from Customer Care Hi David, Would you please forward this to Ann? I do not have her e-mail address. Ann's office has been dealing with this customer and as you can see I think there must be some miscommunication. Thanks, Jim Worden Service & Parts Director (email to continue)

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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CAMPOSA 08/11/2009 08:50:04 AM E-Mail From Dave Barnes

(Dealer email forwarded to RCM by FOM):

Jim:

Customer Care two weeks ago promised to reimburse me for one full month's car payment for my aggravation with the transmission part. I faxed my payment schedule to the representative then.

Today when I got home having picked up my car, I got a voice mail telling me that no, that was not the case. Now they are saying it will only be \$504.00 instead of the full payment. What kind of reversal is that? 1 month is the expected turnaround date for parts ordered. (Why didn't she tell me that at the time?) So I only had 7 weeks of inconvenience and now they want to renege on what was said previously? Man, you talk about ill will!!! I am just mystified on this one!!!!

Can you please rectify this?

Reference number: 90175202

Ann in Customer Service placed the call, if that matters.
RCM to email FOM/Dealer

CAMPOSA 08/11/2009 08:50:55 AM E-Mail To Dave (FOM)/Jim (Service M

Good Morning All,

I believe you are right regarding this miscommunication. We have already processed one month's vehicle payment. The customer should see that vehicle payment reflected in their statement within the next couple weeks. As customer had waited for 50 days for the mechatronics, I was following up yesterday to offer an additional 3 weeks compensation equal to \$504 or a \$525 service voucher.

So in reality the customer in the end would be receiving 1 and three quarters vehicle payment (we advise customers that we are compensating them for time out of their vehicle) or a \$525 service voucher.

Dave, if you would rather I provide the customer with a full second months' vehicle payment I would be happy to. The customer's in-service date is 5/24/09. Order date of the mechatronics was 6/8/09.

I have a follow up call slated for this customer today.
RCM to wait FOM reply

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	08/11/2009 01:28:21 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised customer: understand from Dealer that customer misunderstood RCM's previous voice message; we have already processed customer for a vehicle payment; that should be reflected on customer's statement within the next couple weeks; normal lead time for the Mechatronics is 4 weeks; it took an additional 3 weeks for part to come in, so VW is attempting to compensate customer for additional time via a partial payment equivalent to the three weeks or a \$525 service voucher; seeking customer to call back to advise RCM which customer prefers. RCM to wait customer call.
ALEXANLA	08/11/2009 02:59:36 PM	Return Call From	[REDACTED]			Talk and Type Nicole Buckner Customer states returning call. CA to transfer Customer to RCM.
ALEXANLA	08/11/2009 03:03:08 PM	Transfer To Ann				CA transferred Customer to RCM. RCM to continue with Customer.
CAMPOSA	08/11/2009 03:08:37 PM	Continued Comment With	[REDACTED]			RCM advised: appreciate that customer contacted Dealer when they were confused by RCM's voicemail yesterday; apologize that there was some confusion; we have processed customer for a vehicle payment; as customer had to wait an additional 3 weeks for the part we are offering \$504 partial vehicle payment or \$525 service voucher. Customer advised: was very relieved to hear that VW was not taking back their vehicle payment offer; very satisfied with the way the dealer and VW handled her vehicle problem; will accept the vehicle payment as she already has a 100k service contract; wants to make sure that it is documented that she is happy with the vehicle as it purrs like a kitten. (RCM to remove 'customer leaving brand) RCM to process check.
CAMPOSA	08/12/2009 09:46:34 AM	Note To CCC				850313645, WVVBA71F88V048782, [REDACTED] partial vehicle payment due to lengthy wait for repairs. Total = \$504
CR_BATCH	08/18/2009 04:00:23 AM	Note To CAMPOSA				Amount for \$ 504.00 was Posted on 08/15/2009. AP reference number: 40043290

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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2008 Eos 2.0L [REDACTED]	090176228	Mediation/Arbitration	WVWBA71F28V [REDACTED]	22,000		Unknown 408278 Pr. Part: 3885-Mechatronics Pr. Rsn: 10T Unusual transmission noises
MORRISC	07/17/2009 11:55:16 AM	Attached Mail From Karen Riveros Received repl request due to mechatronics. FOM advised veh has been down since 6/9/09. Veh is leased through VCI. Repl VIN is WVWBA71F49V [REDACTED]. Cust contribution \$2k.				Unknown Rsn: 82E Parts Delay
MORRISC	07/17/2009 11:59:58 AM	Call From Karen Riveros FOM stated she spoke with the cust and the cust disagrees with the usage charge. FOM stated cust concern started at 21k. FOM stated cust is over on lease miles (3 year 36k lease). FOM stated there is a \$2,670 difference in price between both vehicles. FOM stated she would like to lower usage charge to \$1,750. FOM requested repl offer be sent to the cust.				Unknown 408278 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)
MORRISC	07/17/2009 12:09:21 PM	E-Mail To Karen Riveros Hi Karen, Attached is the repl offer being mailed today. Cheri				
MORRISC	07/17/2009 04:31:09 PM	Call From Karen Riveros FOM stated she also offered a cash settlement in the amount of \$2,250 if cust is not satisfied with the repl offer.				

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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MICKLUL	07/20/2009 11:31:20 AM	E-Mail From Karen Riveros				
						Talked to Donna Tasca on Friday and she wanted to know if there is a way to have the \$1,750 rolled into her current payment. I have not heard of this before but I told her I would ask.
						Also just to re-confirm:
						I have discussed the following with the customer:
						Replacement vehicle with \$1,750 contribution from customer Option 2, settle with customer (customer stays in current vehicle) for \$2,250.
						Let me know about the payment thing and I will call her today and update her.
						Thanks,
MICKLUL	07/20/2009 11:31:44 AM	E-Mail To Karen Riveros				
						We aren't able to roll the \$1,750 into her current loan - she will have to provide a cashier's check for that amount.
MORRISC	07/21/2009 07:27:16 AM	E-Mail From Karen Riveros				
						I talked to her last night. I think they are moving forward with this deal. \$1,750 Customer Contribution. I confirmed that the replacement vehicle is still at Cherry Hill
						We want to expedite to get this done by end of next week.
						Also, I will cover a 1 day loaner for her for the scheduled maintenance covered by Carefree Maintenance. I sent her the attached FAX yesterday and I put that in writing. I faxed her the offer letter last night to expedite.
						Pls let me know when the offer letter is received and if it is no received by tomorrow, pls let me know ASAP.
						Thanks,
						Karen Riveros

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MORRISC	07/21/2009 07:29:20 AM	E-Mail To Karen Riveros				
		Hi Karen,				
		Was the offer that you faxed to her on VW letterhead? She should be getting my letter any day now.				
		Thanks, Cheri				
MORRISC	07/21/2009 07:33:52 AM	E-Mail From Karen Riveros				
		No, I just printed it out. I just looked at it now and it does not have the VW emblem on it. Is that a problem?				
MORRISC	07/21/2009 07:34:12 AM	E-Mail To Karen Riveros				
		It really needs to be on VW letterhead. I can e-mail or fax her a copy today if she has not gotten our letter in the mail.				
MORRISC	07/21/2009 10:01:51 AM	E-Mail From Karen Riveros				
		Okay, Can you please fax her at 215-551-1188. Please include an explanation regarding that she needs to sign your copy, not the copy I sent her.				
MORRISC	07/21/2009 10:02:17 AM	E-Mail To Karen Riveros				
		The copy you sent her also did not have my signature on it. Per FedEx, she'll get the original today. She should just sign that one and fax or e-mail it back to me.				

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09/23/2009

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MICKLUL 90176228	07/22/2009 11:03:08 AM	E-Mail To Acct and Distribution				

[REDACTED]
[REDACTED]
Cherry Hill, NJ [REDACTED]

Current vehicle: WVWBA71F28V [REDACTED]

Repl vehicle: WVWBA71F49V [REDACTED]

In an effort to promote customer satisfaction, we have agreed to replace the above vehicle with a Volkswagen EOS VIN WVWBA71F49V [REDACTED]

VEHICLE ACCOUNTING

Please generate a new vehicle invoice, and Certificate of Origin showing Volkswagen Credit Leasing LTD, 1401 Franklin Blvd, Libertyville, IL 60048 as the leaseholder .

Please send invoice and Certification of Origin to Laura Micklus, in customer relations/med-arb.

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 CUSTOMER COMMENT DETAIL REPORT
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CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

DISTRIBUTION

Please bill replacement VIN : WVWBA71F49V [REDACTED] to 491991. Please credit dealer 408278 .

In the comments field put "CR replacement for [REDACTED]"

Thank you!

MICKLUL 07/22/2009 11:06:00 AM Call From Karen Riveros
 Paperwork should go to Andrew Hartung @ 408278.

MORRISC 07/23/2009 02:22:02 PM Attached Mail From [REDACTED]
 Signed repl offer. Waiting for MCO.

CARUSOL 07/24/2009 11:21:08 AM Note To Med/Arb
 Closing docs generated; awaiting MCO and invoice.

CARUSOL 07/27/2009 01:27:31 PM Attached Mail From Crystal Batstra
 MCO and Invoice

CARUSOL 07/27/2009 02:09:15 PM Closing Package (M/A Only) To Andre 408278
 SON closing docs

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

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CARUSOL	07/27/2009 02:51:07 PM	E-Mail From Riveros; cc: Morris; Mick				
		Hi All,				
		Just confirming that we are moving ahead with this transaction to meet the transaction scheduled date of Wednesday July 29th, 2009. Please let me know.				
		Thanks, Karen				
CARUSOL	07/27/2009 02:51:16 PM	E-Mail To Riveros; cc: Morris; Micklus				
		Hi Karen				
		We received the MCO and invoice today. The closing docs are being sent out Standard Overnight to Cherry Hill Attn: Andrew Hartung.				
		Leslie				
MORRISC	07/28/2009 07:53:35 AM	Assigned To CARUSOL				
		Repl due to mechatronics. FOM advised veh has been down since 6/9/09. Veh is leased through VCI. Cust contribution \$2k. FOM Karen Riveros. Dlr 408278. Paperwork has been sent to Andrew Hartung for the closing scheduled for today.				
CARUSOL	07/29/2009 03:43:40 PM	E-Mail To Karen Riveros				
		Hi Karen				
		Did this take place today. If so, did everything go ok and do you have a status of the paperwork and vehicle repairs?				
		Thanks, Leslie				

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CARUSOL	07/30/2009 09:00:37 AM	E-Mail From Karen Riveros				
		I did not handle it. I told Andrew Hartung to fax you immediately. Did he?				
		As far as I know, things went smoothly. I think I would have heard otherwise.				
		Karen Riveros				
CARUSOL	07/30/2009 09:00:49 AM	E-Mail To Karen Riveros				
		Unfortunately, I did not receive a fax or phone call from Andrew.				
CARUSOL	07/30/2009 10:33:03 AM	Voice Mail To Andrew Hartung		408278		
		LVMM advising to fax closing docs to me.				
CARUSOL	08/04/2009 01:44:02 PM	Call To Andrew Hartung		408278		
		Vehicle is repaired and paperwork to be sent to me today.				
CARUSOL	08/07/2009 10:49:00 AM	Attached Mail From Andrew Hartung				
		Closing docs: cashier's check, cnc, vcr, acf, bbrp repaired under 167510, soc, lpoa, and odo.				
CARUSOL	08/07/2009 11:09:37 AM	Voice Mail To Raymond		408278		
		(DP advised SM is out of office today) LMTRMC regarding obtaining RO 167510				
CARUSOL	08/07/2009 11:11:02 AM	Vehicle To 07/29/2009				

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09/23/2009

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CARUSOL	08/07/2009 11:11:28 AM	E-Mail To Distribution				
		Hello,				
		Please place VIN VVWBA71F49V [REDACTED] into service as 07/29/09.				
		Customer:				
		[REDACTED]				
		Cherry Hills, NJ [REDACTED]				
		Thanks,				
		Leslie				
CARUSOL	08/07/2009 11:11:39 AM	E-Mail To Titles				
		Request for 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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

CARUSOL 08/07/2009 11:12:20 AM IOM (Inter-Office Mail) To 4-C02
August 7, 2009

VIA INTEROFFICE MAIL

Volkswagen Group of America, Inc.
Corporate Treasury Department 4-C02

Re: [REDACTED]

ORIGINAL VIN: WVWBA71F28V [REDACTED]

Enclosed is check No. 270006897 in the amount of \$1,750.00.
This represents the above-mentioned customer's contribution
towards the repurchase/replacement of this vehicle.
Please credit the customer's account accordingly.

NOTE: PLEASE DO NOT CREDIT DEALER

If you have any questions, please contact me at [REDACTED]

Sincerely,

Leslie Caruso
Volkswagen Group of America, Inc.

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>
CARUSOL	08/07/2009 11:41:27 AM	E-Mail From Sue Pritchard				
		Hello,				
		Process Completed.				
		Sue Pritchard Distribution Support Specialist				
CARUSOL	08/12/2009 09:24:07 AM	E-Mail From Vanessa				
		DONE				
		Vanessa Korczyk License and Titles Admin				
CARUSOL	08/12/2009 02:09:37 PM	Attached Mail From Emma Bridges				
		Title				
CARUSOL	08/12/2009 02:15:09 PM	Voice Mail To Marty; warranty admini: 408278				
		DP states that Service Manager is out of office for the week; transferred to warranty administrator's voicemail. LVMM requesting copy of Repair Order 167510 be faxed to me.				
CARUSOL	08/14/2009 08:54:27 AM	Final Repair Order (M/A only) From M 408278				
		Final RO 167510				
CARUSOL	08/14/2009 08:56:03 AM	Vehicle To CB Auction Assignments				

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>
CARUSOL	08/14/2009 02:47:03 PM	Note To RVDS				C - Mechatronics on back order C - Transmission slipping C - Replace mechatronics RO 167510; mileage 22,199
CARUSOL	08/14/2009 02:56:55 PM	Assigned To MORRISC				
MORRISC	08/18/2009 09:19:30 AM	Disclosure (M/A Only) To VCI				Reviewed disclosure. Sending to auction.
ARMITAR	08/24/2009 04:21:56 PM	Note To CCC				Scanned file and disclosure in doc center.

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 [REDACTED]	090177445	Customer Relations	WVWBA71F98V [REDACTED]	30,000		Complaint 406479 Pr. Part: 3885-Mechatronics Pr. Rsn: 82E Parts Delay
GIROUXS	07/20/2009 09:28:27 AM	Call From [REDACTED]				
Customer states: just was speaking with VCI; vehicle has been at 406479 since 6/24/09 waiting for a transmission part to come in; called VCI to ask them if she really had to pay her car payment since she hasn't had her car in a month, and dealer doesn't have any idea when she will have it, and VCI advised she should talk to CARE to ask for vehicle payment; seeking for VW to pay vehicle payment. CO advised: we can certainly review any request our customer makes; first though, will assign to RCM to confirm part ordered and ETA for part from dealer; RCM will then follow up with customer and set up a follow up date to call and discuss customer's request; we wouldn't want to evaluate request now before vehicle is repaired or part is even in, as it wouldn't be fair to customer to not fully assess situation and total time down. Customer acknowledged and thanked. CO advised: there is no guarantee for assistance, but RCM will call customer by COB to provide update on parts/repairs and set date for follow up. CO to assign to RCM.						
GIROUXS	07/20/2009 09:35:10 AM	Assigned To ccc				
Please follow up with dealer and confirm what part has been ordered and when part is estimated to arrive. Customer is requesting vehicle payment for time down, but CO advised we would review that request once vehicle is repaired. Customer seeking call by COB tomorrow. RCM to email dealer.						
CAMPOSA	07/20/2009 10:03:43 AM	Assigned To CAMPOSA				

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	07/20/2009 11:33:43 AM	E-Mail To Jack Halfhill		406479		

***** Email to jhalfhill@3rmcco.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: WVWBA71F98V [REDACTED]

Reason for Inquiry: When did the vehicle first come into your dealership? Is this customer in a loaner/rental vehicle?

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.

Ann Camposeo
(248) 754-3242

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.

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	07/20/2009 12:42:27 PM	E-Mail From Jack		406479		ANNE,I HAVE ALREADY SPOKE TO [REDACTED] SHE IS SENDING ME A COPY OF HER PAYMENT SO WE CAN MAKE A PAYMENT FOR HER. I ALSO SPOKE TO [REDACTED] REGARDING THIS. RCM to email Dealer.
		Jack Halfhill Service Manager				
CAMPOSA	07/20/2009 12:43:18 PM	E-Mail To Jack		406479		How long has the vehicle been down? RCM to wait Dealer email.
CAMPOSA	07/20/2009 03:43:22 PM	E-Mail From Jack		406479		REPAIR ORDER WAS WRITTEN JUNE 24,2009 AT 7:18AM Jack Halfhill Service Manager RCM to call customer to verify that she is getting her vehicle payment information to Dealer 406479. RCM to call customer.
CAMPOSA	07/21/2009 03:53:12 PM	Call To [REDACTED]				RCM advised: seeking to verify that Dealer contacted customer regarding vehicle payment. Customer advised: yes; brother works at Dealership; customer is satisfied working directly with dealership from this point. No further action.
SHORTK	08/10/2009 02:34:18 PM	Call From [REDACTED]				Customer states seeking VEH to be replaced with new Eos with same payment. Customer states VEH has been down since 06/23/09. Customer states VEH is purchased thru VCI and she is still making payments. Customer states 3rd VW and has owned an Audi as well. Customer states DLR 406479 previously covered a lease payment. CO advised customer our goal is to repair the vehicle under the warranty terms. CA advised customer her request will be evaluated with no guarantee. CA advised customer RCM would contact her by COB 8/11/09. RCM to email DLR

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	08/10/2009 03:13:01 PM	Voice Mail To Jack		406479		
		RCM LVMM. RCM advised: seeking ETA on mechatronics; advised that the customer says they want another Eos with same vehicle payments. RCM to wait dealer call.				
CAMPOSA	08/11/2009 04:07:01 PM	Call To Jack		406479		
		Service Manager advised: mechatronics is not here yet; tracking says that part will be at dealership tomorrow; customer advised that if there was a trade assist there would be (Internal info only: \$3500-\$3800); customer still owes \$30k on a vehicle only worth \$22k; vehicle has high mileage; customer is very worried that she will be out of warranty soon and will have another major concern; FOM has been consulted; Dealer will process the customer for two vehicle payments after vehicle is repaired; customer will be given the vehicle payments in the form of a check (\$1236); dealer will sell the customer an extended service contract that takes vehicle to 100k miles at cost (\$1603); if customer uses her vehicle payment reimbursement to purchase the service contract the only out of pocket cost to purchase the service contract would be \$366; have left a message with customer; want to take care of customer as her brother is a technician at dealership. RCM to advise customer: our obligation is to repair the vehicle under the terms of the warranty; we understand that the part should be in tomorrow or the next day; dealer is looking into all the customer's options; Dealer is working with their VW field representative; we understand that the service manager has left a message for the customer to contact him back; Dealer and VW is seeking to take care of customer, especially since her family is part of the VW family. RCM to call customer.				
CAMPOSA	08/11/2009 04:19:50 PM	Call To [REDACTED]				
		RCM to advise customer: our obligation is to repair the vehicle under the terms of the warranty; we understand that the part should be in tomorrow or the next day; dealer is looking into all the customer's options; Dealer is working with their VW field representative; we understand that the service manager has left a message for the customer to contact him back; Dealer and VW is seeking to take care of customer, especially since her family is part of the VW family; at this time I would encourage customer to work directly with her Service Manager as he is directly in contact with VW representative. RCM to send FYI email to 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>
CAMPOSA	08/12/2009 08:33:09 AM	E-Mail To Dave Cox				

Overview of confirmed vehicle repairs: Latch and a front window concern previously. Customer is currently in a loaner vehicle.

Days Down: 50 days

This customer has lost faith in this vehicle. In an effort to turn the situation around, the dealership has offered up to two vehicle payments, and a service contract at cost. As the customer's brother works for the dealership, the Service Manager is attempting to assist the customer. According to the Service Manager the customer's balance due on the vehicle and the mileage do not make her a good candidate for a trade assist with a favorable outcome to the customer. The customer has been referred back to the dealership for now, with the option of contacting Customer CARE if she needs further assistance.

This is being sent as an FYI.

RCM to sent FYI email to Med/Arb

CAMPOSA	08/12/2009 08:33:42 AM	E-Mail To Brian Lindsay				
		RCM copied Med/Arb on FOM email. No further action.				

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]	090177707	Customer Relations	WVWBA71F48 [REDACTED]	19,970		
STATONJ	07/20/2009 12:03:56 PM	Call From [REDACTED]				Complaint 408203 Pr. Part: 3885-Mechatronics Pr. Rsn: 36A Rental/Loaner
	Customer states: vehicle is bucking when accelerating; Dealer 408203 has now advised that concern is caused by mechatronics; Dealer advised this is a global concern; part will not be available until September 2009; contacted Dealer for loaner until part comes in for repair; Dealer referred to CARE. Customer seeking rental/loaner until part arrives as vehicle is almost un-drivable. CO advised: will assign to RCM to review; RCM will call back by EOB 07/21/09. CO to escalate to RCM.					Complaint 408203 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
STATONJ	07/20/2009 12:07:01 PM	Assigned To RCM				Complaint 408203 Part: 3885-Mechatronics Rsn: 69C Dealer Referred Customer to CARE
	Customer states: vehicle is bucking when accelerating and is nearly un-drivable. Customer seeking loaner/rental until Mechatronics arrives for repair; expected arrival date is September 2009. Please call Customer back by EOB 07/21/09 at [REDACTED] RCM to review.					
HAWLEYD	07/20/2009 12:11:49 PM	Assigned To HAWLEYD				
	Assigned for handling.					
HAWLEYD	07/20/2009 05:02:07 PM	Call To Edgar (assistant to mgr)		408203		
	Service advisor advised that he will look into this and contact RCM back. RCM advised that we need to make sure that the tech has contacted tech line and we will pay to put the customer in a rental vehicle. RCM waiting for service advisor call back.					
HAWLEYD	07/21/2009 11:27:44 AM	Call To Edgar (assistant to mgr)		408203		
	Service advisor advised that the vehicle needs a mechatronics unit and that the customer is in a loaner vehicle. RCM to contact 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>
HAWLEYD	07/21/2009 12:59:51 PM	Call To [REDACTED]				
RCM advised customer that we are following up with her in regard to her concern with her vehicle. Customer states that she has not been placed in a rental or a loaner vehicle as of yet. RCM advised customer that her vehicle does need a mechatronics unit, however this is a VIN specific part and it does take 6-8 weeks to build. RCM advised customer that we will contact the dealer and ask them to place her in a rental/loaner vehicle. RCM advised customer that we are aware of the concern with obtaining the part and we are working to shorten the time. RCM advised customer that if she does not hear from the dealer by noon tomorrow, to please contact them in regard to the rental/loaner vehicle. Customer states that she would like to know if she can get a convertible. RCM advised that we can inquire, but can't make any guarantees. Customer states that she has been driving VW since she started driving. RCM to contact service advisor.						
HAWLEYD	07/21/2009 01:04:48 PM	Call To Edgar (assistant to mgr)		408203		
RCM LMTRMC with DP. RCM waiting for service advisor call back.						
HAWLEYD	07/22/2009 04:09:12 PM	Call To Edgar (assistant to mgr)		408203		
RCM advised service advisor that the customer would like a convertible if possible. RCM advised that we will pay up to \$40 - \$45 a day for a convertible rental, if not available please place customer into a hardtop vehicle. RCM advised that we advised that customer we would inquire about a convertible, but would not be able to make any guarantees. Service advisor advised that he will contact the customer and place her in a vehicle. No further action.						
ISTIFOV	07/27/2009 05:17:19 PM	Call From [REDACTED]				
Customer states that she has contacted dealer 408203 regarding rental vehicle and they advised her that they do not work with rental agencies and so customer will have to pay for the rental vehicle on her own and is seeking assistance with rental bill. Customer states that she currently has her vehicle however has shifting concerns due to the mechatronics failing and is still on Backorder with no ETA. RCM advised that VW has agreed to pay from \$40-\$45.00 per day for a rental and if customer needs to get a rental vehicle on her own than she may get reimbursed by VW CCC. Customer acknowledged and stated she will contact CCC back for address information to send the bill. No further action.						

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

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2008 Eos 2.0L [REDACTED]	090177712	Mediation/Arbitration	WVWBA71F78V [REDACTED]	15,000		Unknown 403112 Pr. Part: 3511-Mechatronic Pr. Rsn: 38Q Backorder
CRUSEJ	07/20/2009 12:10:09 PM	Attached Mail From Bob Buck trade assistance \$5,350.00 to dealer 403112. Non-conformity is 30 days down awaiting mechatronics unit. 2009 Eos (3VWRM71K99M [REDACTED])				Unknown 403112 Part: 3885-Mechatronics Rsn: H22 Technical Issue (Med/Arb only)
CRUSEJ	07/20/2009 12:15:38 PM	Approved By CRUSEJ WVWBA71F78V [REDACTED] - [REDACTED]. \$5,350.00 trade assistance. Non-conformity 30+ days down awaitin mechatronic unit. 2009 Eos (3VWRM71K99M [REDACTED])				Unknown 403112 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)
CR_BATCH	07/24/2009 04:00:24 AM	Note To CRUSEJ EFT for amount \$ 5350.00 processed on 07/23/2009. AP reference number: 00025910				
CRUSEJ	07/24/2009 08:27:24 AM	E-Mail To Bob Buck Forwarded EFT info.				
ARMITAR	08/04/2009 02:54:01 PM	Note To CCC Scanned file to doc center.				

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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>
2008 Eos 2.0L [REDACTED]	090177741	Customer Relations	WVWBA71F48V [REDACTED]	10,000		Complaint 403103 Pr. Part: 3511-Mechatronic Pr. Rsn: 44E Stalling
SHORTK	07/20/2009 12:33:01 PM	Call From [REDACTED]				Complaint Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; VEH stalls; Customer is seeking/expecting seeking to have VEH replaced; working with N/A; this customer perceives this to be a premature failure; Customer states they have been waiting for mechatronic unit since 06/08/09 and DLR doesn't know when it will arrive. CO advised customer our primary goal is to repair the vehicle under the terms of the warranty. CO advised customer his request will be evaluated with no guarantee. CO advised customer RCM would contact him by COB 7/21/09. CO to escalate to RCM.					
SHORTK	07/20/2009 12:33:17 PM	Assigned To ccc				
	Customer seeking vehicle to be replaced due to mechatronics concern. RCM to email DLR 403103					
CAMPOSA	07/20/2009 01:19:50 PM	Assigned To CAMPOSA				

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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>
CAMPOSA	07/20/2009 01:24:25 PM	E-Mail To Jeff Tolar		403103		

***** Email to jtolar@davewaltervw.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: WVVBA71F48V [REDACTED]

Reason for Inquiry: Please let me know when the Repair Order was opened on this vehicle. Can you also let me know if the customer is in a rental/loaner vehicle?

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.

Ann Camposeo
(248) 754-3242

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>
CAMPOSA	07/20/2009 03:02:41 PM	E-Mail From Jeff		403103		
<p>Hello Ann,</p> <p>Gretchen came in on June 8th for a rev high rpms when coming to a stop and jerking and hesitation on acceleration. The problem was diagnosed and a VTA opened. We were advised to replace the mechatronics unit in the vehicle. The customer waited about 2 weeks for the part to come in(they were in a loaner), but asked for their EOS back as it is summer time and they would like to enjoy the nice weather in the convertible. We are still waiting for the part to come in and the customer has been in contact with us the whole time. This is clearly a VW problem and is very inconvenient to everyone, as we have done all we can do and cant help the customer because the parts are not available. The customer has been waiting for 42 DAYS and it seems their patience has run out. Any ideas on how to fix this problem is welcome.</p> <p>Thanks Jeff RCM to call customer.</p>						
CAMPOSA	07/20/2009 03:15:11 PM	Call To [REDACTED]				
<p>Customer states: just went out and purchased a new vehicle for himself this weekend; got him thinking about how frustrating this has been for him and his wife; feels like he doesn't even want the vehicle anymore; he and his wife are in love with the vehicle; but the amount of time it's taking is making very hard. RCM advised: want to make sure customer still doesn't require a rental vehicle; would also like to recognize this has been frustrating for customer; we would like to provide customer with a vehicle payment; once the vehicle is repaired, RCM can certainly compensate customer for any additional time. Customer very thankful. RCM advised: seeking vehicle payment statement; provided fax number (6504); will take 4 weeks to process from time we receive; will follow up with customer by COB Monday 8/10. RCM to email FOM.</p>						

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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CAMPOSA	07/20/2009 03:32:32 PM	E-Mail To Bob Buck	VIN: WVVBA71F48V [REDACTED]			
Model/Model Year: 2008 Eos						
In-service Date: 6/14/2008						
Mileage: 10k miles						
What is the concern: As of today the customer has been waiting 42 days for a mechatronics unit.						
What is the customer seeking: The customer contacted us around lunch time today seeking to get out of the vehicle due to length of time for repairs. I was able to change the customer's mind by offering a vehicle payment now, and a promise to compensate the customer for additional time once the vehicle is repaired. The customer was surprised by the reply, and thankful.						
Next steps/CARE action: No action is required of the FOM. RCM will process vehicle payment once RCM receives the payment information from the customer. RCM has promised to follow up with the customer by Close of Business Monday 8/10. RCM to send FYI email to Med/Arb						
CAMPOSA	07/20/2009 03:32:50 PM	E-Mail To Brian Lindsay				
RCM sent copy of FOM's FYI email to Med/Arb. RCM to call dealer.						
CAMILOM	07/21/2009 09:48:42 AM	FAX From [REDACTED]				
Fax in doc center.						
CAMPOSA	07/22/2009 09:07:25 AM	Note To CCC				
850647919, WVVBA71F48V [REDACTED] [REDACTED] vehicle payment due to lengthy wait for repairs. Total = \$520.14 RCM to call dealer.						
CR_BATCH	07/30/2009 04:00:28 AM	Note To CAMPOSA				
Amount for \$ 520.14 was Posted on 07/29/2009. AP reference number: 40039801						

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>
CAMPOSA	08/10/2009 09:12:47 AM	Call To Renee		403103		
		Service Advisor states: part was put in vehicle on Friday 8/7; vehicle needs to be valet'd back to the customer still. RCM to advise customer: understand that the mechatronics unit was installed on Friday 8/7; would like to offer customer second vehicle payment due to the frustration. RCM to call customer.				
CAMPOSA	08/10/2009 05:43:39 PM	Call To [REDACTED]				
		RCM advised: understand that the customer has received their vehicle back; RCM seeking to provide a second vehicle payment due to frustration. Customer advised: thanked RCM; says that his vehicle is operating great now. RCM to process payment				
CAMPOSA	08/11/2009 08:07:17 AM	Note To CCC				
		850647919, WVWBA71F48V048665, Fernandez, 2nd vehicle payment due to lengthy wait for repairs. Total = \$520.14				
CR_BATCH	08/14/2009 04:00:40 AM	Note To CAMPOSA				
		Amount for \$ 520.14 was Posted on 08/13/2009. AP reference number: 40042877				

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

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2008 Eos 2.0L [REDACTED]	090177967	Customer Relations	WVWFA71F78V [REDACTED]	20,071		
BALDWIA	07/20/2009 03:40:04 PM	Call From Michael Vaughn		425072		
<p>Service Manager advised that customer has been at his dealer since June 9th waiting on mechatronic unit; the date for delivery has been moved back 3 times; from July 3 to mid July and now July 24th; Customer asked Service Manager if there was any consideration customer would be given due to the experience; Service Manager advised her he would call; asked if VW would given a lease or loan payment. RCM advised would offer customer 1 month's vehicle payment; provided fax number and reference number advised if customer faxes monthly statement we will have that processed. No further action pending customer fax.</p>						<p>Inquiry 425072 Pr. Part: 3885-Mechatronics Pr. Rsn: 33R Dealer Calling In</p> <hr/> <p>Complaint 425072 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 56E Hesitation</p>
MARASHS	07/21/2009 11:29:21 AM	FAX From [REDACTED]				
Fax in Doc Center.						
PRENTIM	07/21/2009 02:37:36 PM	Note To CCC				
RC to generate EFT request to VCI in the amount of \$520.49 for one vehicle payment.						
BALDWIA	07/22/2009 12:12:01 PM	Call From Michael Vaughn		425072		
Service Manager advised was just updated that the part ETA has been moved back again to 8-7-09; Service Manager will call customer. RCM to call customer.						
ABDULAM	07/24/2009 11:33:19 AM	Call To [REDACTED]				
<p>CA apologized for downtime of the vehicle. CA advised that Service Manager contacted VW CCC on her behalf. CA advised VW credit Customer account one month vehicle payment. CA advised ETA for part is 8/7. Customer states she has another question. Customer states she took vehicle to Dealer for 20k service. Customer states couple days later she received a coupon for the Dealer and seeking to know if she can apply it. CA advised Customer should contact Service Manager and advise of coupon and he would advise her if the credit can be applied. RCM to review and close.</p>						
BALDWIA	07/24/2009 01:07:53 PM	Note To CCC				
RCM reviewed. 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>
CR_BATCH	07/30/2009 04:00:27 AM	Note To PRENTIM				
Amount for \$ 520.49 was Posted on 07/29/2009. AP reference number: 40039803						

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 [REDACTED]	090178624	Recovery	WVWFA71F58V [REDACTED]			
ISTIFOV	07/21/2009 08:52:35 AM	E-Mail To Allen Stevenson		409016		
***** Email to astevenson@martenscars.com; ***** ACTION REQUIRED: Seeking Vehicle Repair Update						inquiry 409016 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F58V [REDACTED]

Reason for Inquiry: We are making outbound calls to these customers who's vehicles are down for a mechatronic repair in an attempt to ease the situation. Please tell me if the customer is in a rental/loaner, if the dealer is or has made a GW offer for the customer, and if the customer has been provided with an ETA for the part arrival. We will handle the rest from there.

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.

Vance Istifo
 (248) 754-3310

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. 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>
ISTIFOV	07/21/2009 10:04:15 AM	E-Mail From Allen Stevenson	409016			THE CUSTOMER IS A VERY GOOD CUSTOMER HERE WE HAVE A GOOD RELATIONSHIP WITH THEM. THEY ARE AWARE THAT WHEN PART IS AVAILABLE WE WILL CONTACT THEM. THEY ARE CURRENTLY IN THERE VEHICLE AND NO LOANER WAS NEEDED AT THIS TIME. NOT THAT IT MAKES ANY DIFFERENCE BUT THIS CUSTOMER IS A LOCAL RADIO PERSON AND HAS A STRONG RADIO PRESENCE IN THE MD DC AREA. BUT LIKE A SAY THEY ARE VERY OK WITH THE PROCESS SO FAR. CO to call customer.
ISTIFOV	07/22/2009 09:15:28 AM	Assigned To MANNAE				
ABDULAM	07/22/2009 04:21:44 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. CO advised that delay was due to a Backorder part. CO advised part is VIN specific and is coming from Germany. CO advised that ETA is end of July of beginning of August. CO inquired if Customer is in a rental. Customer states that he does not need a rental as this is his daughters vehicle and she is away. Customer is seeking for VW to follow up with Customer and contact him when part arrives at the Dealer. RCM to follow up.
ISTIFOV	07/22/2009 04:37:13 PM	Assigned To ISTIFOV				RCM to follow up with dealer 409016 on Monday 8/10/09.

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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ISTIFOV	08/10/2009 11:36:48 AM	E-Mail To Allen Stevenson		409016		
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***** Email to astevenson@martenscars.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: WVWFA71F58V [REDACTED]

Reason for Inquiry: Seeking to know if the mechatronics unit has arrived.

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.

Vance Istifo
 (248) 754-3310

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ISTIFOV	08/10/2009 01:29:02 PM	E-Mail From Allen Stevenson		409016		
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Good Moring. This car was completed on 8/4 and then picked up from here by the body shop to have their body work completed, which is a separate issue, none warranty. 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>
ISTIFOV	08/10/2009 05:01:30 PM	Call To	[REDACTED]			

RCM advised was calling to follow up with customer to ensure her satisfaction with the vehicle repairs. Customer states that the repairs seem fine at this time and is glad to be back in the vehicle. Customer states that almost a year ago her daughter was driving the vehicle and stated while stopped at a hill, the vehicle would roll backwards and is seeking to know if that could have been the concern all along. RCM advised it is possible it was due to the gears not staying in their respected gear properly. RCM advised to please contact CCC with any questions or concerns in the future. No further action.

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]	090178646	Mediation/Arbitration	WVWBA71F48V [REDACTED]	14,000		Unknown 422503 Pr. Part: 3511-Mechatronic Pr. Rsn: 31G Surging	
CARDONN	07/21/2009 09:15:38 AM	Attached Mail From Barry Edzant					Unknown 422503 Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only)
Recd initial demand letter seeking settlement under the CA Song Bevelry Warranty Act and the CA Civil Code. Attorney did not provide supporting/ follow up docs.							
CARDONN	07/21/2009 09:25:11 AM	FAX To Barry Edzant					Unknown 422503 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mr Only)
Dear Mr. Edzant :							
This letter is in response to your correspondence dated July 20, 2009 regarding the above-mentioned vehicle. We regret the circumstances that prompted your client's concerns and your correspondence. Please note that we are in the process of carefully evaluating your request; we have not yet made a decision regarding the repurchase you have demanded.							
To ensure we have all necessary information, and to permit us to further respond and advise you of our decision in a timely manner, we ask that you send us:							
<ul style="list-style-type: none"> ¿ copy of the purchase/lease agreement for the vehicle ¿ copy of the vehicle's most recent registration ¿ copy of all repair orders pertaining to the vehicle (from authorized Volkswagen facilities, as well as any independent repair facilities). 							
We will review those materials upon receipt and get back to you promptly with our decision.							
Please mail the information to my attention at the address above or fax the information to (248) 754-6504.							
Sincerely,							
Nicholas C. Cardoni Volkswagen Group of America, Inc. Mediation/Arbitration Analyst							

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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CARDONN 07/21/2009 09:25:19 AM Mail To Barry Edzant

Dear Mr. Edzant :

This letter is in response to your correspondence dated July 20, 2009 regarding the above-mentioned vehicle. We regret the circumstances that prompted your client's concerns and your correspondence. Please note that we are in the process of carefully evaluating your request; we have not yet made a decision regarding the repurchase you have demanded.

To ensure we have all necessary information, and to permit us to further respond and advise you of our decision in a timely manner, we ask that you send us:

- ¿ copy of the purchase/lease agreement for the vehicle
- ¿ copy of the vehicle's most recent registration
- ¿ copy of all repair orders pertaining to the vehicle (from authorized Volkswagen facilities, as well as any independent repair facilities).

We will review those materials upon receipt and get back to you promptly with our decision.

Please mail the information to my attention at the address above or fax the information to (248) 754-6504.

Sincerely,

Nicholas C. Cardoni
Volkswagen Group of America, Inc.
Mediation/Arbitration Analyst

CARDONN 07/28/2009 10:05:46 AM Attached Mail From Barry L Edzant

Recd copy of ROs showing:

Dec 5 08 @ 5878 miles- customer stated that window has been stuck in the down position but operates as intended and no faults found in system

June 8 09 - @ 14118 miles- customer complaint was related to window and vehicle lurching forward (customer copy- no finished RO)

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>
CARDONN	07/28/2009 10:40:43 AM	E-Mail To Bob Martin				
<p>Bob,</p> <p>Please see the attached demand letter. The attorney states that the vehicle has been down at 422503 since June 8 and is still there.</p> <p>Please let me know of any details you might have on this one.</p> <p>██████████</p> <p>WVWBA71F48V ██████████</p> <p>Thanks,</p>						
CARDONN	07/28/2009 11:09:03 AM	Call From Bob Martin				
<p>FOM confirmed that the vehicle has been down over 40 days due to parts concerns with mechatronics on order. FOM stated that he has been working with the customer and has offered reimb of 2 vehicle payments and a 10K. Advised to offer replacement.</p>						
CARDONN	08/18/2009 05:16:47 PM	E-Mail To Barry Edzant				
<p>Mr. Edzant,</p> <p>After reviewing the repair history for ██████████, VW would like to offer a replacement vehicle (2009 or 2010 EOS with like options) as settlement with no usage and \$3000 in fees to you.</p> <p>Please let me know, I will forward the settlement offer.</p> <p>Thanks,</p>						
CARDONN	08/21/2009 01:08:05 PM	E-Mail From Barry Edzant				
<p>Hi Nick. Thanks for the offer. Two issues and I think we can wrap this up. First, she doesn't want to work at all with the same dealership where all of the repairs were being done, which was VW of Santa Monica. Secondly, she was required to buy insurance on the rental for 52 days which was not paid for by the dealership. This amounts to about \$600.00. If you can reimburse her for this, and have her choose a vehicle from another dealership, we're good on the replacement. Thanks, Barry Edzant</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>
CARDONN	08/21/2009 01:11:02 PM	E-Mail To Barry Edzant				
Barry,						
Your client can take delivery at any authorized VW dealer they would like. They will just have to specify what dealer on the offer letter.						
As for the insurance, not sure why she was required to accept the insurance but I am willing to reimburse your client. I will just need proof of payment. Please forward the invoice or receipt showing paid and I will add this into the offer letter and forward it to you.						
Thanks,						
CARDONN	08/25/2009 09:59:49 AM	Attached Mail From Barry Edzant				
Recd invoice for insurance paid toward loaner.						
CARDONN	08/25/2009 10:13:32 AM	FAX To Barry Edzant				
Sent offer letter.						
CARDONN	08/25/2009 10:13:48 AM	Mail To Barry Edzant				
Sent offer letter.						
CARDONN	08/25/2009 10:14:03 AM	E-Mail To Bob Martin				
Sent offer.						
CARDONN	08/26/2009 09:48:40 AM	Attached Mail From Barry Edzant				
Recd signed acceptance.						

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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CARDONN	08/26/2009 10:18:37 AM	E-Mail To Sal Mazzara				
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Sal,

I am hoping that you can locate and secure a suitable replacement vehicle for a Med Arb customer. The specs are as follows:

1F73W3- 2009 EOS Komfort

PIT- iPod Adapter

1st- A1A1 (Black) with QR

2nd- U1U1 (Blue) with QS

3rd- 8E8E (Silver) with QR

The transaction will take place at 422503.

Please let me know if anything is available.

Thanks,

CARDONN	08/26/2009 10:25:36 AM	E-Mail From Sal Mazzara				
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371887. In port ready to go.

Sal Mazzara

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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

CARDONN 08/26/2009 10:44:16 AM E-Mail To DIST, Accounting, SOM, FC

090178646

WVWBA71F48V [REDACTED]

[REDACTED]
Los Angeles, CA [REDACTED]

****DIST****

Please credit 422980 for WVWBA71F89V [REDACTED] (COMM # 371887) and bill to 491991 (VW Med Arb). Please have this vehicle shipped from Port to 422503 ASAP.

****ACCOUNTING****

Please create new Invoice and forward to my attention.

****PORT****

Please tag WVWBA71F89V [REDACTED] (COMM # 371887) as a replacement vehicle and ship to 422503.

Thanks,

CARDONN 08/26/2009 10:45:07 AM Approved By Nick Cardoni

Req check.

CARDONN 08/26/2009 10:53:59 AM E-Mail From Dist

Hi Nicholas,

I have processed your request. I am also calling the port to have this vehicle shipped from Port to 422503 ASAP.

Thanks

Dolores Jackson

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>
CARDONN	08/28/2009 02:59:21 PM	Attached Mail From Crystal Batstra				
		Reced Invoice.				
ANGERK	08/31/2009 01:17:31 PM	Assigned To CARDONN				
		Check # [REDACTED] for amount \$623.44 received.				
		Forwarded check to advocate for handling.				
ANGERK	08/31/2009 01:17:32 PM	Assigned To CARDONN				
		Check # [REDACTED] for amount \$3,000.00 received.				
		Forwarded check to advocate for handling.				
CARDONN	09/01/2009 02:46:48 PM	Call To Willie Rocket		422503		
		SM stated that he will search for replacment and call back.				
CARDONN	09/02/2009 03:35:59 PM	Call From Willie Rocket		422503		
		Confirmed that the vehicle has arrived.				
CARDONN	09/02/2009 03:36:33 PM	Assigned To MONTERB				
		FOM is Bob Martin, FI is VCI and nonconformity is due to Mechatronic concerns/ surging.				
MONTERB	09/02/2009 04:31:23 PM	E-Mail To Willie Rockett		422503		
		Hi Willie,				
		I am sending you the replacement paperwork for [REDACTED]. You will get it on Friday. Please let me know if any changes come up.				
		Thanks,				
		Benedetto Monterosso Mediation Remarketing Coordinator Mediation/Arbitration				

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>
MONTERB EON	09/03/2009 09:53:57 AM	Closing Package (M/A Only) To Willie	422503			
MONTERB WVWBA71F48V [REDACTED]	09/03/2009 09:55:17 AM	Approved By Branding fees Title branding Fees				
MONTERB	09/03/2009 10:16:12 AM	E-Mail To Barry Edzant Good morning Mr. Edzant, I want to provide an update on the [REDACTED] replacement. Willie Rockett the service manager at VW Santa Monica will be handling the paperwork for VW. Willie will receive the paperwork tomorrow. I have listed you as the contact to schedule the replacement with. If you would like to contact Willie, he can be reached at [REDACTED] If you have any questions, please contact me at [REDACTED] Thanks, Benedetto Monterosso Mediation Remarketing Coordinator Mediation/Arbitration				
MONTERB	09/04/2009 04:40:12 PM	Call To Willie Rockett	422503			SM states that the customer will not be available until the week of 9/14 to complete.
ANGERK	09/08/2009 01:32:36 PM	Assigned To MONTERB Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling.				

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>
MONTERB	09/17/2009 04:59:14 PM	E-Mail To Willie Rockett		422503		
Hi Willie,						
Have you and [REDACTED] scheduled a date yet?						
Benedetto Monterosso Mediation Remarketing Coordinator Mediation/Arbitration						
MONTERB	09/18/2009 01:39:03 PM	E-Mail From Willie Rockett		422503		
she call today will be in next week.						

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]	090178652	Recovery	WVWBA71F58V [REDACTED]			inquiry 402107 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>
NARDONP	07/21/2009 09:24:12 AM	E-Mail To Robert Linn		402107		

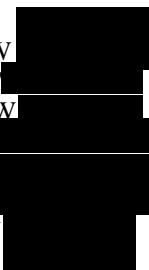
Robert,

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?
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.

WVWFV71K68W
WVWBA71F58V
WVWHV71K98W
3VWRJ71K08M
3VWCL71K89M
3VWRJ71K98M
WVWFA71F98V



Thank You,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road

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>
Rochester Hills, MI 48309 248-754-3383						
		Wait Service Manager email.				
NARDONP	07/21/2009 03:04:13 PM	E-Mail From John McGowan		402107		
		Customer is not in a rental				
		We have offered no assist to any of the listed vin's				
		We have given no due dates to parts				
		Hope this helps				
		RCM to assign to CA.				
NARDONP	07/21/2009 03:04:49 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 04:27:43 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized for Customer being without her vehicle and the 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>
2008 Eos 2.0L [REDACTED]	090178661	Recovery	WVWFA71F98V [REDACTED]			inquiry 402107 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>
NARDONP	07/21/2009 09:30:39 AM	E-Mail To Robert Linn		402107		

Robert,

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?
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.

WVWFV71K68W
WVWBA71F58V
WVWHV71K98W
3VWRJ71K08M
3VWCL71K89M
3VWRJ71K98M
WVWFA71F98V



Thank You,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road

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>
Rochester Hills, MI 48309 248-754-3383						
		Wait Service Manager email.				
NARDONP	07/21/2009 03:03:08 PM	E-Mail From John McGowan		402107		
		Customer is not in a rental				
		We have offered no assist to any of the listed vin's				
		We have given no due dates to parts				
		Hope this helps				
		RCM to assign to CA.				
NARDONP	07/21/2009 03:03:57 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 03:50:32 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. CO advised preliminary ETA for part arrival is the last week in July or first couple weeks in August. Customer states they are not in a loaner and they do not need a loaner. Customer seeking just to get the vehicle repaired. CO advised that the Dealer is making their vehicle repairs a top priority. CO thanked Customer. 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 [REDACTED]	090178685	Customer Relations	WVWFA71F38V [REDACTED]			
NARDONP Bill,	07/21/2009 09:59:12 AM	E-Mail To Bill Barnickel		402120		inquiry 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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.

WVWFA71F38V [REDACTED]

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 402120 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	07/21/2009 12:10:16 PM	Call To Bill Barnickel		402120		
						(RCM calling on another Customer) Service Manager states Customer is not in a rental and is still driving the vehicle; they ordered the part on 6/4 and have not provided Customer with any ETA since none have been available to Dealer 402120; they have not offered Goodwill to Customer since they are waiting to get a total days down but Customer has been very patient. CA to contact Customer.
NARDONP	07/21/2009 02:33:42 PM	Note To CCC				
						ETA at 7/24, 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 [REDACTED]	090178700	Customer Relations	WVWBA71F28V [REDACTED]			
NARDONP Jeff,	07/21/2009 10:08:39 AM	E-Mail To Jeff Kolb		402133		inquiry 402133 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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.

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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.

WVWBA71F28V [REDACTED]

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 402133 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	07/21/2009 02:34:23 PM	Note To CCC				ETA at 7/24. 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]	090178707	Recovery	WVWBA71F18V [REDACTED]			inquiry 402134 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>
NARDONP	07/21/2009 10:13:33 AM	E-Mail To Darren Lindemann		402134		

Darren,

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.

WVWKC71K38W
WVWBA71F18V0

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 402134 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 09:28:02 AM	E-Mail From Darren Lindemann		402134		
		RENTAL FROM 07/03/09 TO CURRENT DAY				
		HAVE NOT OFFERED ANY GOODWILL				
		ESTIMATED ARRIVAL DATE WAS APPROX 3RD OF AUG				
		RCM to assign to CA.				
NARDONP	07/22/2009 09:29:01 AM	Assigned To MANNAE				
ABDULAM	07/22/2009 05:18:03 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized for Customer being without her vehicle and the 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>
2008 Eos 2.0L [REDACTED]	090178721	Customer Relations	WVWBA71F98V [REDACTED]			inquiry 402147 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>
NARDONP	07/21/2009 10:25:15 AM	E-Mail To Kevin Wales		402147		

Kevin,

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.

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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.

WVWBA71F98V [REDACTED]
 3VWRJ71K78M [REDACTED]
 3VWRJ71K28M [REDACTED]
 3VWRJ71K08M [REDACTED]
 WVWBA71F18V [REDACTED]
 3VWRJ71K28M [REDACTED]

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

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>
Wait Dealer 402147 email.						
NARDONP	07/21/2009 02:36:12 PM	Note To CCC				
ETA at 7/24. 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 [REDACTED]	090178732	Customer Relations	WVWBA71F18V [REDACTED]	25,000		<hr/> Inquiry 402147 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Complaint 402147 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 56E Hesitation <hr/> Complaint 402147 Part: 3885-Mechatronics Rsn: 56E Hesitation

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>
NARDONP	07/21/2009 10:28:54 AM	E-Mail To Kevin Wales		402147		

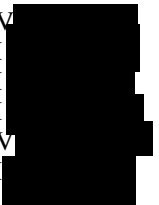
Kevin,

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.

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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.

WVWBA71F98V
3VWRJ71K78M
3VWRJ71K28M
3VWRJ71K08M
WVWBA71F18V
3VWRJ71K28M



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

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 402147 email.
NARDONP	07/21/2009 04:38:44 PM	E-Mail From Kevin Wales		402147		8V036733 IN LOANER SINCE 07.02.09 08.11.09 IS ARRIVAL TIME FOR PART TOLD TO CLIENT NO GOODWILL HAS BEEN OFFERED OR CONSIDERED RCM to assign to CA.
NARDONP	07/21/2009 04:39:37 PM	Assigned To MANNAE				
SHORTK	07/28/2009 11:13:16 AM	Call From [REDACTED]				Customer states 1st VW, purchased (financed thru VCI), VEH has been down since 6/25/09, maintained at DLR 402147, working with SA (Mike), seeking compensation due to time without VEH. Customer states she is currently in a loaner VEH. Customer states loaner is not convertible, doesn't have satellite radio, and doesn't have Ipod connectors. CA advised customer her request has been documented. CA advised customer our primary goal as the manufacturer is to repair the vehicle under the warranty terms. CA advised customer once her VEH has been repaired we would evaluate her request with no guarantee. CA advised customer to continue working with DLR 402147 at this time. CA advised customer to contact CCC when VEH has been repaired. Wait customer call.
NARDONP	07/30/2009 12:27:00 PM	Assigned To NARDONP				
NARDONP	07/30/2009 12:29:10 PM	Call To Nate		402147		RCM advised seeking an update on Customer vehicle. Service Advisor states the part came in and the vehicle was repaired and returned. RCM to call Customer.
NARDONP	07/30/2009 12:34:42 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised would like to offer a vehicle payment for the time Customer was without her vehicle; Customer will need to send in a copy of her vehicle payment; RCM provided fax and address. Pending Customer mail/fax, 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>
NESTORD	08/17/2009 02:39:53 PM	Return Call From	[REDACTED]			Customer states: seeking to know if information for vehicle payment was received by CCC. CA advised: do not see any fax documents in regards to the case; advised Customer to resend information; provided 6504 fax number. Customer states: sent fax to wrong number and will resend. No further action pending Customer Correspondence. CO to review and close.
NARDONP	08/17/2009 02:46:19 PM	Note To CCC				RCM reviewed and closed. Pending Customer fax, no further action.
WILLIAC2	08/17/2009 05:28:53 PM	FAX From	[REDACTED]			Fax in doc center.
NARDONP	08/17/2009 06:07:28 PM	Note To CCC				RCM generated the following: 849840562, WVWBA71F18V [REDACTED], RCM to cover 1 month vehicle payment for time down, Total= \$738.43
HOFFMAB	08/19/2009 02:25:46 PM	Call From	[REDACTED]			Customer states she would like to know if her fax was received for the vehicle payment. CA advised it was and a payment in amount of \$738.43 was generated on 8-17. Customer states VCI is telling her they have not received it and she is 2 days late with payment, but due to this will not affect her credit. Customer states she will call them with this information. CA offered to transfer to VCI.
HOFFMAB	08/19/2009 02:29:04 PM	Transfer To asociate				CA transferred customer to VCI. RCM to review
CLAYTOY	08/19/2009 02:35:51 PM	Return Call From Jason Isbell				VCI representative advised seeknig to verify VW is providing a vehicle payment for the customer so he would waive late fees. CO advised VW did send a vehicle payment for \$738.43. RCM to review.
CR_BATCH	08/22/2009 04:00:46 AM	Note To NARDONP				Amount for \$ 738.43 was Posted on 08/21/2009. AP reference number: 40044315

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]	090178783	Recovery	WVWFA71F78V [REDACTED]			inquiry 402149 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>
NARDONP	07/21/2009 10:58:21 AM	E-Mail To Glenn Hoffman		402149		

Glenn,

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?
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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.

3VWRJ71K68M [REDACTED]

3VWRJ71K98M [REDACTED]

3VWRJ71KX8M [REDACTED]

3VWFJ71K68M [REDACTED]

WVWFA71F78V [REDACTED]

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 402149 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>
NARDONP	07/21/2009 03:34:03 PM	E-Mail From Glenn Hoffman		402149		
						<ul style="list-style-type: none"> 1) Not in rental / Loaner 2) No goodwill offered 3) When ordered told up to two months 4) Pertinant info: Not a dealership / manufacturer issue -- vendor backorder
						RCM to assign to CA.
NARDONP	07/21/2009 03:35:01 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:09:36 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

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]	090178786	Customer Relations	WVWBA71F28V [REDACTED]	16,400		
BAKERCR	07/21/2009 11:06:05 AM	Call From [REDACTED]	(daughter)			Complaint 405073 Pr. Part: 3787-Solenoid Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
		Customer states very disappointed with vehicle; states has multiple issues with the top leaking ; current issue is vehicle will not move; tried to take to dealer 405095; Was advised to take vehicle to selling dealer; had towed to dealer 405073 of Thursday 7-16-09; Dealer 405073 has not diagnosis vehicle; Customer states as not heard from dealer 405073 since Friday 7-17-09; Customer seeking update and diagnosis on vehicle; CO advised would document request; would escalate to RCM to follow up with dealer; advised customer she would receive update by COB 7-22-09; CO to assign to RCM.				Inquiry 405073 Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 71B Other Cust. Sat. Service
BAKERCR	07/21/2009 11:16:42 AM	Assigned To CCC				
		Customer seeking update on Vehicle; RCM to review				
ISTIFOV	07/21/2009 12:29:16 PM	Assigned To JANSSEL				Complaint 405095 Rsn: 85J Treatment by Personnel
		Assigned.				

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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ISTIFOV	07/21/2009 02:56:18 PM	E-Mail To Ron Verdetto		405073		
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***** Email to rmv@gunthermotors.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: WVVBA71F28V [REDACTED]

Reason for Inquiry: Customer states she has not been contacted by the dealership regarding a repair update.

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.

Vance Istifo
[REDACTED]

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. Wait dealer email.

ISTIFOV	07/21/2009 03:46:38 PM	E-Mail From Ron Verdetto		405073		
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Hello Vance the customer was called and the service advisor could not reach her so he left a message .the service advisor is contacting her at this time to let her know that a mechatronic has been ordered for her car and it will take about 30days to recieve from vw per the field service manager. feel free to contact me at 954-444-5834 Ron Verdetto Director. 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
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DUBROCN	07/21/2009 04:00:34 PM	Call From [REDACTED]	(daughter)			
Customer states: very upset with the situation; just talked to the Dealer 405095 which advised they did find out what was wrong with the vehicle; they have to order a part that is on back order and it will take up to 30 days to receive; can't be without her vehicle for 30 days; asked the Dealer if she will be provided with a rental or loaner vehicle; Dealer advised they were not sure if VW would pay for that. Customer seeking: a status on concerns; to be provided with a rental vehicle. CA advised: the RCM is researching concerns. Customer states Dealer is calling her on the other line; can CA hold. CA advised can hold. Customer advised the Dealer just told her that she was approved to be provided a rental vehicle until the part arrives. CA advised is there anything that CCC can help her with. Customer states would still like to speak with the RCM about the situation. CA advised will see if RCM is available. CA to call RCM.						
DUBROCN	07/21/2009 04:05:07 PM	Call To Vance				
CA attempted to contact RCM; RCM is assisting other Customer. CA to return to Customer.						
DUBROCN	07/21/2009 04:05:46 PM	Return To [REDACTED]	(daughter)			
CA advised that the RCM is assisting other Customer at this time; she can LVMM or CA can take a message and have the RCM call her ASAP. Customer states to just leave him a message to call her. CA advised will document the updates and the concerns; RCM will contact her ASAP. RCM to call Customer.						
PABSTM	07/22/2009 05:39:00 PM	Call To Ron V		405073		
RCM advised being aware of the mechatronic order and to call the RCM on direct line. RCM to call the customer.						
PABSTM	07/22/2009 05:47:46 PM	Call To [REDACTED]	(daughter)			
RCM advised the need for the mechatronic to be customized for each vehicle, which is why it takes 30 days, that it is our top priority within VWoA, that the dealer is getting updates each week, can provide anything to the customer that VwoA can, that the CCC can stay in the loop with the customer, but recommend she stay in touch with the Service Manager. Customer states she will stay in touch with dealer, but car has had more than this issue. RCM advised being aware of previous repairs, will send \$100 towards dinner on VWoA, it will take up to 4-6 weeks. RCM to wait dealer call.						
PABSTM	07/22/2009 05:54:07 PM	Return Call From Ron V		405073		
RCM advised just spoke to the customer, she has been advised to stay in touch with the SM at delaer 405073, she seemed patient, yet frustrated, and the SM can look at goodwill for her once the part is installed. RCM to process the settlement.						

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

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PABSTM	07/22/2009 05:58:25 PM	Note To ccc				
	WVWBA71F28V					dinner for customer waiting for repair, total = \$100; no further action.
CR_BATCH	08/06/2009 04:00:30 AM	Note To PABSTM				
	Check #					for amount \$ 100.00 mailed on 08/05/2009

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

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2008 Eos 2.0L [REDACTED]	090178840	Customer Relations	WVWBA71F18V [REDACTED]	12,000		
WHEELEK	07/21/2009 11:53:39 AM	Call From [REDACTED]				Complaint 408272 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
<p>Customer states: Dealer referred; Original owner; Customer purchased the vehicle/ paid in full; This customer/family has owned 5 vehicle(s); vehicle is bucking and roof is leaking; Customer is seeking/expecting an update on vehicle parts; was told the part may not arrive until August; this customer perceives this to be a premature failure; she is leaving for vacation tomorrow; will be taking the vehicle to dealer 408272; the vehicle is getting worse and getting stuck in 5th gear. CO advised: the vehicle is within the terms of the NVLW to address a manufacture shortcoming; based on her current symptoms, CCC will research possible alternate transportation. Customer states: she will leave the vehicle with the dealer, during her vacation; she would prefer a return call, early next week. CO advised: due to the nature of her concerns, will escalate to a RCM for research, and possible alternate transportation; will receive an update early next week, per her request. CO to forward to RCM for action.</p>						Complaint 408272 Part: 5103-Roof Rsn: X20 Water leaks roof
WHEELEK	07/21/2009 12:01:11 PM	Assigned To EAR				Suggestion 408272 Rsn: 69C Dealer Referred Customer to CARE
<p>Please research customer's concerns and possible alternate transportation; is leaving for vacation (7-22-09) and will leave vehicle during time; was advised dealer is waiting for mechatronics/valve body, and now she has a leak in her roof; can be reached on home number between 12:00 - 5:00 Note: please contact customer early next week, as she will be on vacation. RCM to e-mail/contact dealer 408272.</p>						
HAWLEYD	07/21/2009 12:48:35 PM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	07/21/2009 04:37:58 PM	Call To Michael Knight		408272		
<p>Service manager advised that the customer needs a mechatronics unit and it has been on order since 5/29/09. Service manager advised that he did offer he a rental vehicle and he did offer to attempt to place the customer in a rental vehicle for her vacation. RCM to contact customer.</p>						
HAWLEYD	07/22/2009 10:07:05 AM	Note To CCC				
Please note that the customer is on vacation until early next week. RCM to follow up on 7/28/09.						

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

09/23/2009

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HAWLEYD	07/28/2009 09:02:58 AM	Call From Michael Knight		408272		
Service manager advised that he would like to place the customer in a rental vehicle. Service manager advised that he would like the customer to contact him directly. RCM to contact customer.						
GENERAM	07/28/2009 06:43:38 PM	Voice Mail To [REDACTED]				
LVMM advising customer of Service Manager's comments; provided his name/service phone number; customer can call CCC if she has further questions. RCM to review and close.						
GENERAM	07/28/2009 06:45:10 PM	Note To Diane				
RCM to review and close.						
HAWLEYD	07/31/2009 10:07:03 AM	Call From Michael Knight		408272		
Service manager advised that the customer's mechatronics unit arrived today and he will be giving her a call. No further action.						
PRENTIM	08/10/2009 12:13:07 PM	Note To CCC				
RC reviewed for RCM. 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]	090178889	Recovery	WVWBA71F38V [REDACTED]			
NARDONP	07/21/2009 12:19:00 PM	Call To Bill Barnickle		402120		inquiry 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	(RCM calling on another Customer) Service Manager states Customer vehicle is down for a mechatronics issue; the Customer is in a rental vehicle and no Goodwill has been offered to Customer yet; no ETA has been communicated to Customer since Dealer 402120 did not have one available; Customer is a very loyal VW owner as he owns multiple VWs; Service Manager feels this Customer should be taken care of as best we can. CA to call Customer.					
NARDONP	07/21/2009 02:57:06 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:53:20 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

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2008 Eos 2.0L [REDACTED]	090178954	Recovery	WVWBA71F58V [REDACTED]			inquiry 402184 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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NARDONP	07/21/2009 01:11:31 PM	E-Mail To Jim Ellis		402184		

Jim,

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

WVWBA71F58V

3VWRJ71K88M

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 402184 email.

VOLKSWAGEN OF AMERICA, INC.
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NARDONP	07/22/2009 11:35:24 AM	E-Mail From Larry Cohen		402184		
		Part ordered 6/24 but no ETA has been provided. [REDACTED] is polite but getting upset vehicle not performing as it should. I have not offered Loaner or goodwill as of today.				
		RCM to assign to CA.				
NARDONP	07/22/2009 11:37:45 AM	Assigned To MANNAE				
MANNAE	07/28/2009 12:45:14 PM	Call To [REDACTED]				
		CO advised following up in regards to parts status on vehicle. Customer states they traded vehicle in. No further action.				

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

09/23/2009

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2008 Eos 2.0L [REDACTED]	090178976	Recovery	WVWFA71F38V [REDACTED]			inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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CASE NUMBERS SOURCE: All

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NARDONP	07/21/2009 01:33:22 PM	E-Mail To John Olson		402408		

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
 WVVFA71F77V
 3VWRL71KX9M
 3VWRJ71K28M
 WVVFA71F38V
 WVVBA71F58V

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
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NARDONP	07/22/2009 09:08:41 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 09:08:59 AM	Assigned To MANNAE				
MANNAE	07/28/2009 12:04:12 PM	Voice Mail To [REDACTED]				CO left message 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 402408 or VW at 800-444-8982. No further action.

-

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

09/23/2009

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2008 Eos 2.0L [REDACTED]	090178978	Recovery	WVWBA71F58V [REDACTED]			inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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NARDONP	07/21/2009 01:34:04 PM	E-Mail To John Olson		402408		

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 [REDACTED]

WVWHV71K77W [REDACTED]

WVWFA71F77V [REDACTED]

3VWRL71KX9M [REDACTED]

3VWRJ71K28M [REDACTED]

WVWFA71F38V [REDACTED]

WVWBA71F58V [REDACTED]

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

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CUSTOMER COMMENT DETAIL REPORT
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NARDONP	07/22/2009 09:09:28 AM	E-Mail From John Olson		402408		Customer is in a loaner. No Goodwill has been offered. No ETA has been provided to Customer. Customer vehicle is down. RCM to assign to CA.
NARDONP	07/22/2009 09:10:14 AM	Assigned To MANNAE				
MANNAE	07/28/2009 12:08:14 PM	Voice Mail To [REDACTED]				CO left message 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

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2008 Eos 2.0L [REDACTED]	090179176	Recovery	WVWFA71F98V [REDACTED]			inquiry 402902 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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NARDONP	07/21/2009 04:20:10 PM	E-Mail To Steve Partyka		402902		

Steve,

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.

WVWKC71K78W [REDACTED]
 3VWRJ71K68M [REDACTED]
 WVWFA71F98V [REDACTED]

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 402902 email.

09/23/2009

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NARDONP	07/21/2009 05:28:13 PM	E-Mail From Steve Partyka		402902		
	054298	CUSTOMER DECLINDED CAR, NO GOODWILL, NO ETA				
		RCM to assign to CA.				
NARDONP	07/21/2009 05:28:45 PM	Assigned To MANNAE				
ABDULAM	07/23/2009 11:28:34 AM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized for Customer being without her vehicle and the 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

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2008 Eos 2.0L [REDACTED]	090179193	Customer Relations	WVWBA71F08V [REDACTED]	7,000		
NESTORD	07/21/2009 04:35:54 PM	Call From [REDACTED]				Complaint 407235 Pr. Part: 3730-Transmission ECM Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
	Customer states: vehicle was not running correctly; very jerky when would initial accelerate; vehicle is currently at Dealer 407235; has been at Dealer since 6/15/09; Customer working with Tim Cook at Dealer; Dealer advised part is VIN specific and ordered from Germany; an electronic component of the transmission; Dealer still does not have part and may not have part for another two weeks. Customer seeking: to expedite parts as quickly as possible. CO advised: cannot guarantee we will be able to assist with request; will escalate Customer concern to RCM for further review; RCM will contact Customer by COB 7/22/2009 at [REDACTED] at anytime. CO to assign to RCM.					Complaint 407235 Part: 3730-Transmission ECM
NESTORD	07/21/2009 04:42:58 PM	Assigned To RCM				Rsn: T01 Auto/Hybrid - Shifts roughly
	Customer states: vehicle was jerking when switching gears; vehicle has been at Dealer since 6/15/09. Customer seeking: assistance in expediting parts. CO advised: escalated Customer concern to RCM for further review; RCM will contact Customer by COB 7/22/2009 at [REDACTED] at anytime. RCM to review.					
ZIEHMEC	07/22/2009 08:30:54 AM	Assigned To ZIEHMEC				
	Assigned for handling.					
ZIEHMEC	07/22/2009 10:58:21 AM	Call To Terry		407235		
	RCM advised Service Manager of the customers concerns and what she is seeking. Service Manager states: this is a mechatronic; RCM needs to speak to the Part Manager. RCM to speak to Part Manager.					
ZIEHMEC	07/22/2009 11:00:01 AM	Continued Comment With Joe		407235		
	RCM advised Part Manager of the customers concerns. Part Manager states: part number 000325025XZDE; sales number 1005757987; red ordered on 6/16. RCM to call customer and move follow up date.					
ZIEHMEC	07/22/2009 04:16:03 PM	Voice Mail To [REDACTED]				
	RCM advised customer to call back for an update. Level 1 to advise customer that dealer 407235 has the most accurate and up to date info on the parts as the info comes in; there is no specific delivery date at this time; RCM will continue to follow up with the dealer but will follow up on 7/29. RCM to wait customers 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>
ZIEHMEC	07/23/2009 11:48:29 AM	Voice Mail To [REDACTED]				
	RCM advised customer: RCM is still looking into the part concerns, but at this time there is no update on the parts; RCM will continue to work with dealer and RCM will follow up with her by 7/29 unless there is an update sooner. RCM to follow up with dealer on 7/29.					
SHORTK	07/23/2009 03:02:04 PM	Call From [REDACTED]				
	Customer states seeking to speak with RCM. CA to contact RCM.					
SHORTK	07/23/2009 03:02:27 PM	Call To Christine				
	CA attempted to contact RCM. CA to return to customer.					
SHORTK	07/23/2009 03:03:04 PM	Return To [REDACTED]				
	Customer seeking RCM to return her call. RCM to contact customer.					
ZIEHMEC	07/27/2009 02:27:18 PM	Call To Terry		407235		
	Please note Service Manager on vacation. RCM advised Part Manager of the customers concerns and that RCM is seeking an update. Part Manager states: that the parts came in today and the vehicle should be repaired today, but the FOM was involved; customer was in loaner vehicle. RCM to call FOM.					
ZIEHMEC	07/27/2009 02:41:12 PM	Call To Jim				
	RCM advised FOM of the customers concerns. FOM states to offer customer 1 vehicle payment. RCM to call customer.					
ABDULAM	07/27/2009 03:10:34 PM	Voice Mail To [REDACTED]				
	CA LMTRMC. Wait 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>
NORMANS	07/27/2009 04:23:23 PM	Return Call From	[REDACTED]			Customer called seeking an update on vehicle; Customer states this is a convertible and she has gone all summer without vehicle and Customer wants vehicle back; CA advised Customer CA has documented her concerns; CA advised Customer Part Manager would be the best resource for the status of the part; CA advised Customer VW has agreed to make 1 vehicle payment since Customer has been without vehicle; CA advised Customer to send in payment statement and continue making payments; RCM to review and wait Customer mail.
ZIEHMEC	07/27/2009 04:43:44 PM	Note To CCC				No further action pending customer 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>
2008 Eos 2.0L [REDACTED]	090179260	Recovery	WVWBA71F98V [REDACTED]			inquiry 408091 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>
MULLINT	07/21/2009 05:57:38 PM	E-Mail To Greg Kostopoulos		408091		

ACTION REQUIRED: Mechatronic update ; 408091

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: 2008 Eos

VIN: WVVBA71F98V [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) When was the part ordered?
- 5) Has the FOM been involved?
- 6) 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.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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RCM 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>
MULLINT	07/22/2009 12:28:14 PM	E-Mail From Greg		408091		
Hello						
The customer is in a loaner,no goodwill offered,10/30 days,6/30/09						
RCM to assign to CA.						
MULLINT	07/22/2009 12:28:30 PM	Assigned To MANNAE				
Reassigned for handling.						
ABDULAM	07/23/2009 11:46:52 AM	Voice Mail To [REDACTED]				
CO LVMM. CO apologized for Customer being without her vehicle and the 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

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]	090179274	Recovery	WVWBA71F28V [REDACTED]			
PABSTM	07/21/2009 06:12:44 PM	Note To ccc				
	RCM created case and will email dealer on 7/22/09. RCM to email dealer 406401.					inquiry 406401 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
PABSTM	07/22/2009 09:36:29 AM	E-Mail To tony V and Jim Weiler		406401		
	RCM sent Mechatronics email to the SM at dealer 406401. RCM to wait dealer email.					
PABSTM	07/23/2009 01:19:12 PM	Call To Tony V		406401		
	RCM asked the Mechatronic questions: loaner? still in the car any goodwill? no - time frame advised? yes anything else? no RCM to assign to CO.					
PABSTM	07/23/2009 01:41:17 PM	Assigned To MANNAE				
	CO to call the customer.					
ABDULAM	07/28/2009 11:28:33 AM	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. CO advised that ETA is end of July or 1st part of August. Customer states he is okay driving his vehicle and this is 5th or 6th VW. CO thanked Customer for his loyalty. 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 3.2L [REDACTED]	090179682	Recovery	WVWDB71F18V [REDACTED]			inquiry 408076 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics 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>
MULLINT	07/22/2009 08:09:41 AM	E-Mail To Steve Colagivonni		408076		
ACTION REQUIRED: Mechatronic update ; VWVDB71F18V [REDACTED]						

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: 2008 Eos

VIN: VWVDB71F18V [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) When was the part ordered?
- 5) Has the FOM been involved?
- 6) 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.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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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>
MULLINT	07/22/2009 09:32:08 AM	E-Mail From Steve Colagivonni		408076		

Note responses in red below.

Steve Colagiovanni
 Service Manager
 Gene Langan VW
 408-076
 860-633-0261

From: Mullins, Tronda [mailto:extern.tronda.mullins@vw.com]
 Sent: Wednesday, July 22, 2009 8:10 AM
 To: Steve Colagiovanni
 Cc: VWoA Care Center RCM-NER
 Subject: ACTION REQUIRED: Mechatronic update - WVVDB71F18V [REDACTED]

ACTION REQUIRED: Mechatronic update - WVVDB71F18V [REDACTED]

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: 2008 Eos

VIN: WVVDB71F18V [REDACTED]

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

1) Is the customer in a rental or loaner?

No, the customer chose to continue to drive the car even though it was jerky. I am sure they did not expect such a lengthy period.

2) Have you offered any goodwill?

No

3) What part arrival time has been communicated to the customer?

Up to a month, we would call when received

4) When was the part ordered?

6/9/09

5) Has the FOM been involved?

No

6) Other pertinent information that you think we should be aware of? Originally the parts department was advised the part would arrive early in July, then updated information was received indicating July 20, then again indicating July 27

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

Steve Colagiovanni
Service Manager
Gene Langan VW
408-076
860-633-0261

RCM to assign to CA.

MULLINT 07/22/2009 09:34:38 AM Assigned To MANNAE
Reassigned for handling.

ABDULAM 07/23/2009 01:01:30 PM Voice Mail To [REDACTED]

CO LVMM. CO apologized for Customer being without her vehicle and the 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

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]	090179683	Recovery	WVWBA71F68V [REDACTED]			
MULLINT	07/22/2009 08:11:00 AM	Call From Wayne Vaporis		408055		inquiry 408055 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
	RCM advised seeking to gather information regarding the parts ordered for the vehicle; advised seeking to know if the customer is in a rental vehicle; if Goodwill has been offered to the customer; when the part was ordered; if the FOM has been involved; if there has been a time frame for the part to arrive set for the customer. Service Manager advised the customer is not in a rental vehicle; there has been no Goodwill offered that he is aware of; the part was ordered 6-30-09; the only time frame given to the customer is that they will contact them when the part comes in; the FOM has not been involved. RCM to assign to CO.					
MULLINT	07/22/2009 09:25:35 AM	Assigned To MANNAE				
	Reassigned for handling.					
ABDULAM	07/23/2009 01:06:37 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

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]	090179684	Recovery	WVWFA71F38V [REDACTED]			
MULLINT	07/22/2009 08:11:46 AM	Call To Wayne Vaporis		408055		inquiry 408055 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
	RCM advised seeking to gather information regarding the parts ordered for the vehicle; advised seeking to know if the customer is in a rental vehicle; if Goodwill has been offered to the customer; when the part was ordered; if the FOM has been involved; if there has been a time frame for the part to arrive set for the customer. Service Manager advised the customer is not in a rental vehicle; there has been no Goodwill offered that he is aware of; the part was ordered 7-8-09; the only time frame given to the customer is that they will contact them when the part comes in; the FOM has not been involved. RCM to assign to CA.					
MULLINT	07/22/2009 09:26:41 AM	Assigned To MANNAE				
	Reassigned for handling.					
ABDULAM	07/23/2009 01:17:32 PM	Call To unknown				
	Other states phone number is incorrect. RCM to contact dealer 408055 for customer contact number.					
MULLINT	07/23/2009 02:52:16 PM	Call To Wayne		408055		
	RCM advised seeking phone number for customer. Service Manager advised he has 3; advised the contact number that they have for her is [REDACTED]; the home phone number is [REDACTED]; the business number is [REDACTED] CA to call customer.					
ABDULAM	07/30/2009 11:17:03 AM	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

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]	090179705	Recovery	WVWBA71F98V [REDACTED]			
ISTIFOV	07/22/2009 04:18:07 PM	Call To Paul Staub		409102		inquiry 409102 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	Service Manager advised the vehicle is down for a mechatronics unit and is expected to arrive in early August, customer is in her vehicle and not in a loaner, customer has not asked for any compensation. CO to call customer.					
ISTIFOV	07/22/2009 04:19:42 PM	Assigned To MANNNAE				
	CO to call customer.					
MANNNAE	07/28/2009 12:23:02 PM	Call To [REDACTED]				
	CO followed up with customer to apologize for her inconvenience. Customer states vehicle is at 409102 and part came in and everything is fine. 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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

2008 Eos 2.0L

[REDACTED] **090179710** **Recovery** **WVWFA71F88V [REDACTED]**

inquiry 426078
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

SMITHN 07/22/2009 09:07:26 AM Assigned To ZEHELD
RCM to send Mechatronic email to Dealer 426078.

ZEHELD 07/23/2009 02:31:07 PM E-Mail To Tom Heckenliable 426078

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: 2008 Eos

VIN: WVWFA71F88V [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 426078 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>
ZEHELD	07/23/2009 08:31:06 PM	E-Mail From Tom Heckenliable		426078		<p>Parts were ordered 07/02 we advised customer of 3-5 week delay in getting parts. Our third party vendor sent this customer an email saying that the parts had arrived and made an appointment and came in.</p> <p>We had to tell the customer that we were still waiting for the parts</p> <p>The ETA is 7/31</p> <p>We have not offered the customer goodwill</p> <p>Not in a loaner.</p> <p>Tom</p> <p>RCM to assign to outbound project CO.</p>
ZEHELD	07/23/2009 08:31:54 PM	Assigned To MANNAE				CO to call Customer.
ABDULAM	07/30/2009 02:31:18 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. CO advised ETA is 7/31 through 8/7. Customer states she is okay driving her vehicle and does not need a loaner. CO thanked Customer. 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 ██████████	090179758	Recovery	WVWBA71F38V ██████████			
SMITHN	07/22/2009 09:48:08 AM	Assigned To ZEHELD RCM to send mechatronic email to Dealer 423328.				inquiry 423328 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/22/2009 12:58:52 PM	E-Mail To Boris Chong			423328	
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: ██████████ (Voa)						
Model Year/Model: 2008 Eos						
VIN: WVWBA71F38V ██████████						
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 DLR 423328 e-mail.						
ZEHELD	07/22/2009 04:03:00 PM	Note To ccc				
Service Manager advised customer no longer owns vehicle and it belongs to a different owner. RCM to close case and open a new one for the different owner. 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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 2.0L [REDACTED]	090179764	Recovery	WVWBA71F28V [REDACTED]	16,000		
SMITHN	07/22/2009 09:56:15 AM	Assigned To ZEHELD				Complaint 423317 Pr. Part: 3885-Mechatronics Pr. Rsn: 73F Manual Transmission/Clutch Inoperative
		RCM to send mechatronic email to Dealer 423317.				
ZEHELD	07/23/2009 12:30:23 PM	E-Mail To Roy Fowler			423317	Inquiry 423317 Part: 3885-Mechatronics Rsn: 55J Outbound
		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: 2008 Eos				Complaint 423317 Part: 3885-Mechatronics Rsn: 04Q Order Fill Time
		VIN: WVWBA71F28V [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 423317 e-mail.				
ZEHELD	07/24/2009 12:59:04 PM	Call To Roy Fowler			423317	
		Service Manager advised received RCM e-mail and will send off a response later today. RCM to wait Dealer 423317 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>
YOUNGLI	07/27/2009 01:54:17 PM	Call From [REDACTED]				Customer stated, owned 2 VW vehicle, vehicle is maintained at VW Dealer, vehicle maintained to manufacture specifications, vehicle is purchased, no extended service contact on vehicle, vehicle has had this concern 3 times with transmission related concern, Dealer has advised, it will take a month for the part to come in, it has to be made in Germany," seeking to have VW take the vehicle back, have already been in touch with the BBB regarding lemon law". CO advised, sometimes parts for Customer vehicle are VIN specific and the part needs to be manufacture at the factory in Germany, because it has to be programmed to Customer vehicle, this would cause the time delay, can escalate customer request/concern to RCM to research and follow up with Customer. Customer stated, he would like to be contacted in the morning at [REDACTED] CO advised, Customer will be followed up in the morning/before COB 7/28. RCM to research CUST request concern.
ZEHELD	07/27/2009 02:37:36 PM	Call To Roy Fowler		423317		Service Manager states vehicle has been down since 7/2 waiting for mechatronic; has offered a loaner but Customer has not picked one up yet; has advised the customer they will cover 1 vehicle payment per FOM directions; advised Customer part will arrive middle of August; vehicle was down on 5/09 for TMPS light and transmission hesitation for 1 day; 8/08 for 1 day for A/C blowing warm and TPMS light; 7/08 for washer fluid light and tire repair for 1 day; 6/08 ordered window switch down for 1 day, TPMS light on and pressure off on all vehicles; 5/08 for leaking top, brake squeak, wiper blade, and set tire pressure for 1 day; mechatronic has arrived today but Service Manager needs to confirm it is the correct part; will call RCM tomorrow with a repair update. RCM to wait Dealer 423317 call.
ZEHELD	07/28/2009 07:17:36 PM	Call To Roy Fowler		423317		Service Manager states technician is working on vehicle still; will have Service Advisor call RCM back. RCM to call Customer.
ZEHELD	07/28/2009 07:38:56 PM	Voice Mail To [REDACTED]				RCM LVMM; advised is still researching in to concerns; will call Customer before COB tomorrow. RCM to call Dealer 423317.
ZEHELD	07/29/2009 01:51:34 PM	Voice Mail From Jeff		423317		Service Advisor LVMM; advised vehicle repairs are completed and mechatronic is in; Customer is picking up the vehicle today. RCM to call FOM.

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

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ZEHELD	07/29/2009 02:00:16 PM	Voice Mail To Richard Britschgi				
		Mike Modl on vacation, Rich is backup				
		RCM LVMM; advised of days down; will be offering vehicle payment; will call FOM if Customer is not satisfied. RCM to call Customer.				
ZEHELD	07/29/2009 06:06:28 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM to wait Customer call.				
ZEHELD	07/30/2009 05:29:37 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. Pending Customer call, no further action.				

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2008 Eos 2.0L						
██████████	090179765	Customer Relations	WVWBA71F28V ██████████	22,152		inquiry 406496
PABSTM	07/22/2009 09:57:45 AM	E-Mail To Greg Salerno and jim Weiler		406496		Pr. Part: 3885-Mechatronics
		RCM sent mechatronics email. RCM to wait dealer email.				Pr. Rsn: 55J Outbound
PABSTM	07/22/2009 10:27:15 AM	E-Mail From Greg Salerno		406496		
		General Manager advised out of office until 7/27/09. RCM to call dealer		406496.		
PABSTM	07/22/2009 10:29:52 AM	Call To Greg Westman		406496		
		RCM asked key mechatronic questions:				
		1) Is the customer in a rental or loaner? no				
		2) Have you offered any goodwill?no				
		3) What part arrival time has been communicated to the customer? everyone was made aware of				
		4) Other pertinent information that you think we should be aware of? yes -				
		order is under a company, an auction purchaser named paul sevag motors in west town PA, 610-836-8200. RCM to call the				
		independent.				
PABSTM	07/22/2009 10:48:05 AM	Call To Paul Sevag motors		406496		
		RCM asked for ownership information. independent advised his company owns the car. RCM advised making a courtesy call to				
		mechatronic owners, our current information shows the part shipping the last week of July, 2009, and to stay in touch with dealer				
		406496, as we track the same way and receive the same information. RCM to email dealer		406496.		

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**VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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PABSTM	07/22/2009 10:57:46 AM	E-Mail To Greg Westman		406496		
<p>Hello Greg,</p> <p>I spoke with Paul Sevag who confirmed they own the vehicle, not the customer. I thanked him for his patience, advised these orders are top priority for VW, asked him to stay in touch with your shop, and that our current information shows expected delivery the last week of July.</p> <p>Any questions, contact me directly - always here to help. 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 discuss with level 2 leader.</p>						
PABSTM	07/22/2009 02:08:13 PM	E-Mail From dawn				
<p>Leader advised that the "steps you took are perfect. I'd continue to follow the same process should you run into this again . . .", which was to call the INDEP and confirm their ownership over the customers. No further action.</p>						

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2008 Eos 2.0L [REDACTED]	090179791	Customer Relations	WVWBA71F88V [REDACTED]	7,000		
MULLIGM	07/22/2009 10:20:05 AM	Call From [REDACTED]	-father			
<p>Customer states daughters vehicle; 1st VW; original owner; vehicle has been at Dealer 406530 for 6 weeks waiting on mechatronics; they were first advised 2-3 weeks; then 7/20/09, now it is the 22nd and Service Manager, who he has no problems with and couldn't be nicer has advised Part Manager advised the more realistic expectation is now 1st or 2nd week of 8/09; Dealer advised they have replaced 6 of these recently and Customer does not understand why there are not more parts available; the part is coming from AG; he is seeking to get at least her 6/09 and 7/09 payments reimbursed for her; CO advised some parts come from AG and are made specifically for Customer vehicle and typically can take 6-8 weeks; we can attempt to get ETA but we may not be able to get any additional information than Dealer as we provide them most up to date information so they can keep Customer informed; we can research possible assistance with vehicle payments once part arrived and vehicle repaired; RCM will update Customer by COB 7/23/09 but unable to guarantee further information; Customer states use home phone number first, then his cell; CO to assign to RCM.</p>						<hr/> Complaint 406530 Pr. Part: 3511-Mechatronic Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
MULLIGM	07/22/2009 10:34:01 AM	Assigned To RCM				
<p>Customer states seeking vehicle payments due to time down waiting for mechatronics; possible ETA for parts; use home phone first, [REDACTED] father cell 2nd [REDACTED]; RCM to e-mail Dealer 406530.</p>						<hr/> Inquiry 406530 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
PABSTM	07/22/2009 10:58:57 AM	Assigned To PABSTM				
PABSTM	07/22/2009 02:54:09 PM	Voice Mail To bill stecklein		406530		
<p>RCM LMTRMC regarding mechatronics customer. RCM to wait dealer call.</p>						
PABSTM	07/22/2009 03:10:38 PM	Return Call From Bill Stecklein		406530		
<p>Service Manager advised the customer is in a loaner, they are waiting for part and will offer goodwill when the car is repaired, it's been down for 30 days so far and don't expect the part until august 2009. RCM advised to keep it simple for the customer and stay in touch with the dealer, that the dealer can goodwill one or 2 payments for the customer by the time the part arrives. RCM to call the customer.</p>						<hr/> Praise 406530 Rsn: 85J Treatment by Personnel

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PABSTM	07/22/2009 03:27:34 PM	Voice Mail To father -	[REDACTED]			RCM LMTRMC. RCM to ask how the loaner is working out for his daughter, that we are tracking and working with each of our dealers, that our dealer will be able to look into assistance once the part has arrived, and to stay in touch with the Service Manager. RCM to wait customer call.
PABSTM	07/23/2009 12:57:46 PM	Call To [REDACTED] - father				RCM advised time frame of vehicle, the mechatronic is one of the few components made specifically to the VIN, we appreciate his and his daughters patience while waiting for the repair, as we understand the window of opportunity to enjoy the EOS in the summer, to stay in touch with the Service Manager at dealer 406530, who will look into vehicle payment assistance when the car is repaired. Customer states his daughter is driving a stripped down Hyundai with not even power windows. RCM to call dealer 406530.
PABSTM	07/23/2009 01:08:12 PM	Call To Bill Stecklein		406530		RCM advised of customer being in a stripped down vehicle and asked if she could be upgraded? Service Manager advised he will have the Service Advisor contact the customer and get her into another rental. No further action.
PABSTM	07/29/2009 10:07:54 AM	Voice Mail From dennis		406530		Service Advisor advised the car is fixed, it was down for 42 days, and he would like to see the customer get 2 vehicle payments. RCM to call dealer 406530.
PABSTM	07/29/2009 10:10:55 AM	Call To dennis		406530		Service Advisor advised the customer provided him a statement for reimbursing vehicle payments to her, the loan is thru the credit union, he will fax to the RH main fax # to the case #. RCM advised will process 2 vehicle payments for the customer, it could take up to 4-6 weeks for her to receive the check. no further action, pending dealer fax.
MARASHS	07/29/2009 11:46:58 AM	FAX From [REDACTED]				Fax in Doc Center.
PABSTM	07/29/2009 03:34:49 PM	Note To ccc				VVWBA71F88V [REDACTED] reimburse 2 vehicle payments to the cusotemr for part wait time, total = \$912.56. No further action.

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CR_BATCH	08/06/2009 04:00:31 AM	Note To PABSTM				
Check #	██████████	for amount \$	912.56	mailed on	08/05/2009	

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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CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

2008 Eos 3.2L

[REDACTED]	090179836	Recovery	WVWDB71F88V [REDACTED]			
SMITHN	07/22/2009 11:05:20 AM	Assigned To ZEHELD				
	RCM to send mechatronic email to Dealer 423063.					inquiry 423063
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

ZEHELD 07/23/2009 02:44:33 PM E-Mail To Steve Vanderhoof 423063

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: 2008 Eos

VIN: WVWDB71F88V [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 423063 e-mail.

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ZEHELD	07/23/2009 04:29:25 PM	E-Mail From Steven Vanderhoof		423063		
HELLO						
PART ORDERED 7/13- RED ORDER, CAR DOWN.						
CUSTOMER HAS BEEN IN A LOANER.						
THE AVERAGE TIME FOR US RECEIVING THIS PART IS 3 WEEKS, SO I GUESS IT WILL BE ANOTHER 10 DAYS OR SO. BUT, WE SHOULD BE ABLE TO INSTALL THE SAME DAY IT ARRIVES.						
THIS information HAS BEEN COMMUNICATED TO THE CUSTOMER.						
NO GOODWILL YET, USUALLY WAIT TILL WE KNOW WE'VE REPAIRED THE CAR BEFORE I OFFER THAT.						
STEVEN VANDERHOOF SERVICE DIRECTOR						
RCM to assign to outbound project CO.						
ZEHELD	07/23/2009 04:29:58 PM	Assigned To MANNAE				
CO to call Customer.						
ABDULAM	07/30/2009 02:12:07 PM	Call To [REDACTED]				
Phone number is busy. CO to call dealer.						
ABDULAM	07/30/2009 02:15:07 PM	Call To Kevin		423063		
Service Advisor states vehicle has been repaired and picked up yesterday. No further action.						

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2008 Eos 2.0L [REDACTED]	090179943	Recovery	WVWBA71F28V [REDACTED]			
MULLINT	07/22/2009 12:24:12 PM	E-Mail To Greg Kostopoulos		408091		inquiry 408091 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
		RCM sent email to Service Manager seeking information regarding part on order for vehicle. RCM to wait Service Manager email.				
MULLINT	07/22/2009 12:25:13 PM	E-Mail From Greg		408091		
		Hello				
		No,no,10/30 days,7/15/09,no				
		RCM to assign to CA.				
MULLINT	07/22/2009 12:25:37 PM	Assigned To MANNAE				
		Reassigned for handling.				
MANNAE	07/28/2009 12:20:04 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.				

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2008 Eos 2.0L [REDACTED]	090180060	Customer Relations	WVWBA71F98V [REDACTED]			
STATONJ	07/22/2009 01:56:33 PM	Call From Brian		403325		Inquiry 403325 Pr. Part: 3885-Mechatronics Pr. Rsn: 33R Dealer Calling In
	Dealer 403325 Service Advisor states: Customer vehicle is effected by Mechatronics concern; part was ordered June 19, 2009; part has not arrived. Service Advisor seeking CARE to contact Customer at [REDACTED] to reassure Customer that Dealer is doing everything they can to obtain part; Customer is in Indiana for the summer. CO advised: will review with Supervisor and most likely CARE will be able to contact Customer. CO to research.					Inquiry 403325 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
STATONJ	07/22/2009 03:27:39 PM	Face-To-Face With CAMPOSA				
	RCM advised to escalate case to RCM for handling. CO to escalate to RCM.					
STATONJ	07/22/2009 03:28:38 PM	Assigned To RCM				
	Dealer 403325 Service Advisor seeking CARE contact Customer at [REDACTED] regarding Mechatronics concern. RCM to review.					
CAMPOSA	07/22/2009 04:06:58 PM	Assigned To CAMPOSA				
CAMPOSA	07/23/2009 02:27:01 PM	Call To Jim Worden		403325		
	Service Manager advised: is not aware that Service Advisor contacted CCC to have CCC call a customer on a mechatronics unit. RCM advised: seeking to know if this customer is a mechatronics customer, as RCM does not see customer on list. Service Manager to research and call RCM back. RCM to wait Dealer call.					
CAMPOSA	07/23/2009 03:33:53 PM	Voice Mail From Jim		403325		
	Service Manager advised: mechatronics unit has been on order since 6/30; even though the customer was in on 6/18; sales doc number is 1005795903. RCM to assign to Level 2 for review.					
CAMPOSA	07/23/2009 03:35:22 PM	Assigned To CER				
	The Dealership says this customer's mechatronics unit has been on order since 6/30, but RCM does not see it on the mechatronics list. RCM seeking RC to review sales doc number 4005795903.					

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PETERSG	07/23/2009 03:44:30 PM	Note To	000325025XZDE...(Mechatror			
		Part =	Part = 000325025XZDE...(Mechatronic)			
		Sales Doc =	1005795903			
		Dealer =	403325			
		Case =	90180060			
PETERSG	07/23/2009 03:47:57 PM	E-Mail To	Parts Specialists			
		RC e-mailed	Parts, asking for an ETA. RC to wait for response.			
CAMPOSA	07/24/2009 11:37:24 AM	Voice Mail From	Jim	403325		
		Service Manager	LVMM. Service Manager advised: customer is livid; customer was advised by Dealership that VW will be contacting customer directly for possible resolution. RCM to call customer.			
ABDULAM	07/24/2009 03:20:10 PM	Call To	██████████			
		CA apologized to	Customer for concerns and experience. CA advised that VW is expecting parts to start to ship at the end of July or first part of August. CA advised VW is working with parts to get a more specific ETA. Customer states he was in a loaner and Dealer had him return the loaner and he is driving his vehicle. Customer seeking to obtain a loaner as he does not want to cause damage to his vehicle. CA advise VW will contact Dealer and get Customer into a loaner until vehicle is repaired. RCM to contact Dealer 403325.			
PETERSG	07/27/2009 09:37:45 AM	E-Mail From	Parts Specialists			
		Parts sent the	following update:			
		"Part #	000325025XZDE is scheduled to be available on Aug. 7th. "			
PETERSG	07/27/2009 09:38:19 AM	Assigned To	CAMPOSA			
CAMPOSA	07/27/2009 10:38:58 AM	Call To	Brian	403325		
		RCM advised:	customer is seeking rental; RCM seeking Dealer to contact customer and get them into rental vehicle. RCM to assign to CO.			

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CAMPOSA	07/27/2009 10:39:33 AM	Assigned To	ABDULAM			
ABDULAM	07/28/2009 09:46:52 AM	Assigned To	MANNAE			
MANNAE	07/28/2009 07:43:41 PM	Note To ccc				
		CO reviewed case. No further action.				

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2008 Eos 2.0L [REDACTED]	090180141	Recovery	WVWBA71F58V [REDACTED]	19,000		
ALEXANLA	07/22/2009 03:00:49 PM	Call From [REDACTED]				Complaint 409415 Pr. Rsn: 85J Treatment by Personnel
<p>Customer states vehicle was taken into Dealer 409415 on 6/23 for the 20K service and has been there since; states had advised dealer of a concern with the vehicle riding rough and jumping at start up and dealer has advised that there is an electrical power regulator that needs to be replaced; states dealer ordered parts and has advised that the parts are not available and have to come from Germany; states is working with Kristi in service; states dealer was rude to him in the beginning and for the first 2 weeks did not want to give him a loaner until they found out what the concern was and then that is when they gave him a loaner; states he has purchased 3 VW vehicles in the past 2 years 2 new VWs and 1 certified VW; states owned a Passat and son owns a Rabbit; states vehicle is maintained at Dealer 409415; states is seeking for VW to end the lease early. CO advised Customer that VW can review request with no promises. Customer states that if VW does not break the lease then he will go to the courts and get it broken that way. CO seeking to know the best time of day for follow up. Customer states it doesn't matter. CO advised case will be assigned to RCM who will follow up by COB tomorrow 7/23. Customer seeking to know should he make his vehicle payment this month. CO advised Customer to continue to make his monthly payments as normal as CO is not certain as to what the outcome will be of request. Customer acknowledged. CO to assign case to RCM.</p>						Complaint Part: 3885-Mechatronics Rsn: E14 Idles rough/too fast when engine cold
ALEXANLA	07/22/2009 03:12:26 PM	Assigned To RCM				
<p>Customer seeking for VW to end the lease early; vehicle is down at dealer since 6/23 waiting for part; call 703-430-6258. RCM to research.</p>						
ISTIFOV	07/22/2009 03:31:41 PM	Assigned To ISTIFOV				
<p>Assigned.</p>						
ISTIFOV	07/23/2009 10:26:54 AM	Call To Joe Lishman		409415		
<p>Service Manager advised the vehicle is down for a mechatronics repair and the ETA is now 8/7/09, customer is in a loaner vehicle. RCM to call customer.</p>						
ISTIFOV	07/23/2009 03:35:22 PM	Voice Mail For [REDACTED]				
<p>RCM left message advising that RCM has confirmed with dealer 409415 that the vehicle will need a mechatronics unit and that the ETA is for second week of August in which RCM will contact dealer 409415 and customer on 8/7/09 with an update. RCM to call dealer 409415 on 8/7/09.</p>						

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BAKERCR	07/27/2009 11:46:27 AM	Call From	[REDACTED]			
	Customer states seeking to speak with RCM; CA to transfer to RCM.					
BAKERCR	07/27/2009 11:47:57 AM	Transfer To	ISTIFOV			
	CA transferred call to RCM Voice mail; RCM to follow up with customer.					
ISTIFOV	07/27/2009 12:05:05 PM	Voice Mail From	[REDACTED]			
	Customer left message advising that he is waiting too long to wait for his part and would like to discuss options with the RCM. RCM to call customer.					
MANNAE	07/27/2009 01:36:07 PM	Call To Mr.	[REDACTED]			
	RCM backup followed up with customer, advised at this time VW main goal is to get vehicle repaired and operating to manufacturer specifications; advised VW can offer customer one vehicle payment for his experience. Customer states doesn't feel that is fair, could of purchased a Passat with less payment and purchased the EOS because of the different features and the convertible top, originally lost two weeks as dealership advised they would provide loaner and he spoke to many people in service and they kept dropping the ball, finally spoke with Service Manager who took action, states seeking VW to make 3 month payments and also what VW will do about 2 weeks of not having a rental, rented a vehicle for the weekend, states monthly payment is \$359.00, states can seek legal action but would like to work it out with company. RCM backup advised will follow up with customer by COB 8-10-09 to provide VW possession. RCM backup to contact field.					
ISTIFOV	07/27/2009 03:07:36 PM	Call To	Steve Kendall			
	RCM advised FOM of customer's vehicle concerns and of request. FOM advised that VW will not offer three months payment due to downtime involved however, RCM may look to offer two months payment as customer is also in a rental. FOM advised to follow up with dealer 409415 on 8/7/09 to seek part status and if the part arrives then RCM may contact customer to make the offer. RCM to call dealer 409415 on 8/7/09.					
MANNAE	07/28/2009 03:42:19 PM	Call To Mr.	[REDACTED]			
	CA advised have reviewed his request and VW will not meet his request for 3 month vehicle payment and will only evaluate on downtime of vehicle for inconvenience, advised will follow up with customer as advised . Customer states no and will then put a case in the courts to break his lease for VW not having parts in stock. RCM to review and close.					

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>
ISTIFOV	07/28/2009 04:07:00 PM	Note To CCC				Customer is pursuing outside of VW. 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
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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]	090180204	Mediation/Arbitration	WVWBA71F88V [REDACTED]	4,500		Unknown 424140 Pr. Part: 3511-Mechatronic Pr. Rsn: 82E Parts Delay
CRUSEJ	07/22/2009 03:55:17 PM	Call From Trent Hauschild				Unknown 424140 Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only)
		FOM states 45 days down waiting on mechtronic unit. FOM seeks SOC. Dealer 424140 has repl in stock. FOM to send paper work. No usage.				
CRUSEJ	07/22/2009 03:58:36 PM	Note To Replacement				
		WVWBA71F99V [REDACTED] comm# 541370.				
CRUSEJ	07/23/2009 11:05:15 AM	Attached Mail From James Dean				Unknown 424140 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(M Only)
		Rec'd copy of purchase agreement and lease worksheet.				
CRUSEJ	07/23/2009 11:17:12 AM	Voice Mail To [REDACTED]				
		LVMM to RMC.				
CRUSEJ	07/23/2009 11:20:34 AM	Mail To [REDACTED]				
		EON repl offer letter.				
CRUSEJ	07/23/2009 04:59:58 PM	Voice Mail From [REDACTED]				
		Customer returned call.				
CRUSEJ	07/23/2009 05:01:34 PM	Call To [REDACTED]				
		Advised Customer that VGoA will replace her vehicle with a new 2009 Eos. Advised Customer that 424140 has the replacement in stock. Advised Customer that offer letter is coming via FedEx and should arrive by Monday. Customer thanked me. Customer will respond once she receives offer letter.				
CRUSEJ	07/27/2009 03:54:33 PM	Call From [REDACTED]				
		Customer called and asked if VW will offer to repurchase the car. Advised Customer I will check with FOM and follow up by tomorrow. Asked Customer why she is no longer interested in VW. Customer states she is concerned that the replacement vehicle will have this issue.				

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>
CRUSEJ	07/27/2009 04:02:45 PM	E-Mail To Trent Hauschild				Trent, After getting the replacement offer letter out to the customer, she called me a few minutes ago and stated she wants a repurchase rather than a replacement.
CRUSEJ	07/28/2009 04:55:45 PM	E-Mail From Trent Hauschild				FOM OK with repurchase as long as we charge full usage.
CRUSEJ	07/28/2009 05:07:48 PM	E-Mail To VCI				Req'd payment history.
CRUSEJ	07/29/2009 11:01:44 AM	Attached Mail From [REDACTED]				rec'd signed acceptance.
CRUSEJ	07/29/2009 11:01:51 AM	Attached Mail From VCI				Rec'd copy of payment history.
CRUSEJ	07/29/2009 11:38:53 AM	E-Mail To Distribution				credit rebill
CRUSEJ	07/29/2009 11:43:40 AM	E-Mail For Sue Pritchard				Distribution has completed the process.
CRUSEJ	08/03/2009 12:06:53 PM	Attached Mail From Crystal Batstra				Rec'd MCO-Invoice.
CRUSEJ	08/03/2009 12:08:24 PM	Assigned To KORTHA				Trent Hauschild is the FOM. VCI lease. Non-conformity is 45 days down awaiting mechatronics unit. The Dean Team of Ballwin is the transaction dealer. Customer represented by self.

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

KORTHA 08/03/2009 02:17:38 PM E-Mail To Trent Hauschild

Hello Trent,

RE: WVWBA71F88V [REDACTED] Repl Vin: WVWBA71F99V [REDACTED] @ 424140

James Cruse just assigned me this case for [REDACTED] and I have all the paperwork/instructions ready to go for this replacement. Just need to know if I send them to you or if you have a dealership contact I'd work with? Please advise! *If you'll be completing the transaction and would like me to set the date/time for the customer to meet with you please provide your availability!

Best Regards,

Alicia M. Korth

KORTHA 08/03/2009 03:11:36 PM E-Mail From Trent H.

Please send the paper work to Dean Team Ballwin. Attn: Jim Dean. He will be doing the transaction.

Please let me know if you have any questions.

Thanks,

Trent Hauschild
Volkswagen of America
FOM Area 42

KORTHA 08/03/2009 03:11:46 PM Closing Package (M/A Only) To Jim D: 424140

SON closing pkg

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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CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

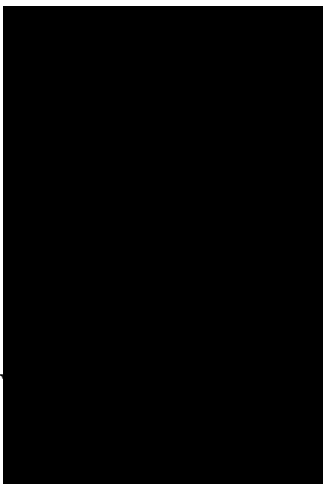
KORTHA 08/03/2009 03:20:14 PM E-Mail To Jim Dean

Hello Jim,
RE: WVWBA71F88V [REDACTED] Repl Vin: WVWBA71F99V [REDACTED] or [REDACTED]
Trent advised me that you'd be able to assist so the paperwork for this substitution is going out Via Fed ex today for tomorrow delivery. *Please review the instructions and let me know if you have any questions!!



Thanks in advance!

~Alicia Korth
VWGoA - Med/Arb



KORTHA 08/04/2009 10:05:04 AM E-Mail From Jim Dean 424140

ALICIA, THANK YOU I WILL TAKE CARE OF IT.

JIM

BAKERCR 08/05/2009 10:53:23 AM Call From [REDACTED]

Customer seeking to get an update on case from RCM; Request to speak with RCM; CA to T

BAKERCR 08/05/2009 10:55:04 AM Transfer To COMPSOA

Transferred to RCM voice mail; RCM to follow up with customer

KORTHA 08/05/2009 12:06:06 PM E-Mail From Jim Dean 424140

ALICIA, THANK YOU I WILL TAKE CARE OF IT.

JIM

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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>
KORTHA	08/05/2009 12:11:38 PM	Call To [REDACTED]				CUSTOMER STATES SHE IS GOING TO DLR TODAY FOR REPLACEMENT / CUSTOMER ADVISED SHE HAS BEEN WORKING WITH AN ANN CAPIZIO IN CR AND SHE WAS TOLD SOME PAYMENTS WERE GOING TO BE MADE FOR HER. CUSTOMER SEEKING TO KNOW IF THAT WAS STILL THE CASE / ADVISED CUSTOMER THAT IT WAS UNLIKLEY AS WE ARE REPLACING HER CAR WITH A NEW CAR INSTEAD. CUSTOMER ADVISED SHE CAN UNDERSTAND THAT BUT WANTED TO HEAR BACK FROM RCM TO KNOW FOR SURE. CUSTOMER ADVISED VEH IS REPAIRED (MECHATRONICS PART CAME IN).
KORTHA	08/05/2009 01:47:18 PM	E-Mail With Ann C.				<p>Thanks for the email. I contacted James, and he said that he would contact her again regarding VW not providing the customer with a vehicle payment.</p> <p>Thanks, Ann</p> <hr/> <p>From: Korth, Alicia Sent: Wednesday, August 05, 2009 12:24 PM To: Camposeo, Ann Cc: Baker, Craig Subject: RE: 90180204</p> <p>Hi Ann, I've contacted the customer [REDACTED] and she will be getting her replacement vehicle today. However her reason for calling was a follow up on your old case 90158829 were the offer for lease payments was made. *I wanted to let you know that I told her that it's my understanding that the replacement offer was made instead of the payments. So she is expecting to hear back from you but is aware it's unlikely she's going to receive payments on top of a replacement car. *She said she can understand that but wanted to make sure that was the case.</p> <p>Thanks, ~Alicia Korth</p>
CRUSEJ	08/05/2009 02:20:18 PM	Voice Mail To [REDACTED]				LVMM to RMC.

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>
KORTHA	08/17/2009 09:24:26 AM	E-Mail To Jim Dean / Trent H.		424140		
<p>Hi Jim, CC Trent H. RE: WVWBA71F88V [REDACTED] Any updates on the Gross Replacement~ Has the closing been completed? I am leaving for maternity leave very soon and need to get this case completed. *If repairs aren't completed that's fine~just keep the CNC (Correction of Nonconformity Form) and return all other forms. The CNC & Final RO can be faxed once the repairs are completed. Fax(248)754-6504</p> <p>Best Regards, ~Alicia Korth</p>						
KORTHA	08/19/2009 11:12:24 AM	Vehicle To 8/5/09 @ 6568				
<p>FAX OF SOC, AP FOR TITLE, ODO, BILL FOR FEES \$38.53 FOR REGISTRATION</p>						
KORTHA	08/19/2009 11:16:40 AM	E-Mail To SOC TO VCI				
<p>SOC TO VCI</p>						
KORTHA	08/19/2009 11:27:49 AM	E-Mail To James Dean / Trent Hauschil		424140		
<p>Hi James, I rec'd the closing fax for [REDACTED] Replacement done on 8-5, but I'm checking on the status of the repairs and return of the original paperwork. I leave on maternity leave Friday and I'm really hoping to get this one closed up before I leave since I was told the original vehicle was repaired. *Please fax everything before mailing it just so I can get a headstart on the paperwork required for the state/auction.</p> <p>Best Regards,</p> <p>Alicia M. Korth Remarketing Coordinator Mediation Arbitration</p>						

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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>
KORTHA	08/19/2009 11:28:14 AM	E-Mail To Repl into svc				
	Please put WVWBA71F99V [REDACTED] nto service on 8/5/09 for [REDACTED]					
	Fenton, MO [REDACTED]					
	Thanks,					
KORTHA	08/19/2009 12:59:05 PM	Final Repair Order (M/A only) From Ja 424140				
	CNC, ACF, VCR, FINAL RO REC'D					
KORTHA	08/19/2009 12:59:29 PM	Vehicle To 8/19/09				
	ACF TO AUCTION					
KORTHA	08/20/2009 07:20:18 AM	E-Mail From Titles				
	From: VCI - Titles [mailto:VCI-Titles@vwcredit.com]					
	Sent: Wednesday, August 19, 2009 1:45 PM					
	To: Korth, Alicia					
	Subject: RE: [REDACTED] MO SOC					
	This has been processed. Thanks					
KORTHA	08/21/2009 10:47:11 AM	Assigned To TRISCHH				
	REASSIGNED FOR HANDLING.					
TRISCHH	08/24/2009 04:25:30 PM	Attached Mail From Assurant Group				
	Received Title					
TRISCHH	08/24/2009 04:26:50 PM	Attached Mail From Jim dean				
	Received Original : MO POA, ODO, CNC, VCR, BBRP, SOC, Title App, RO#133527, ACF, Dealer Reimbursement worksheet					

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>
TRISCHH	08/24/2009 05:02:38 PM	Approved By HT Dealer Reimburs				
		\$38.53 Check request for dealer reimbursement of registration fees.				
CR_BATCH	08/28/2009 04:00:33 AM	Note To TRISCHH				
		EFT for amount \$ 38.53 processed on 08/27/2009. AP reference number: 00030804				
TRISCHH	08/31/2009 09:23:06 AM	Assigned To CRUSEJ				
		Disclosure complete and submitted for review.				
CRUSEJ	08/31/2009 11:06:32 AM	Note To Med/Arb				
		reviewed file.				
ARMITAR	09/04/2009 12:21:35 PM	Note To CCC				
		Scanned file and disclosure in doc center.				

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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>
2008 Eos 2.0L [REDACTED]	090180223	Recovery	WVWBA71F38V [REDACTED]			inquiry 423328 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/22/2009 04:15:44 PM	Note To ccc				
	RCM to send mechatronic e-mail to DLR 423328.					
ZEHELD	07/22/2009 04:16:04 PM	E-Mail To Boris Chong		423328		
	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: 2008 Eos VIN: WVWBA71F38V [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 423328 e-mail.					
ZEHELD	07/22/2009 04:16:18 PM	E-Mail From Boris Chong		423328		
	1) no 2) yes, free labor to install her mud flaps 3) End of August 4) Vehicle is not here. RCM to assign to outbound project CO.					
ZEHELD	07/22/2009 04:35:39 PM	Assigned To MANNAE				
	CO to call Customer.					

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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MANNAE	07/28/2009 04:00:39 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 423328 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

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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2008 Eos 2.0L [REDACTED]	090180270	Recovery	WVWFA71F08V [REDACTED]			
EDWARDAM	07/22/2009 05:03:02 PM	E-Mail To John Moutopolous		408160		inquiry 408160 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Good Morning 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?

VIN #: WVWFA71F08V [REDACTED]

VIN #: 3VWRA71KX8M [REDACTED]

VIN #: 3VWRA71K98M [REDACTED]

Please answer these 4 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.

Thank You,
Amanda Edwards
Eastern Region Case Manager
Areas 3, 4, & 6
Phone: (248) 754-3597
Fax: (248) 754-6504

RCM to wait Dealer 408160 e-mail.

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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>
EDWARDAM	07/23/2009 12:32:19 PM	E-Mail From John Moutopolous		408160		
		Hi Amanda				
		Answers:				
		1-All 3 customers are in there cars.				
		2-So Far no goodwill or implications of good willed were offered.				
		3-ETA on all units 08-07-09				
		4-No other info.				
		RCM to assign to CO.				
EDWARDAM	07/23/2009 12:32:45 PM	Assigned To MANNAE				
ABDULAM	07/28/2009 11:20:12 AM	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.				

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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>
2008 Eos 2.0L [REDACTED]	090180274	Customer Relations	WVWBA71F28V [REDACTED]	15,000		
MULLINT	07/22/2009 05:04:02 PM	Call From [REDACTED]				
<p>Customer states his vehicle has not been working correctly for 7 weeks; advised the Mechatronics unit was ordered for the vehicle on 6-10-09; advised he has been told that the part is coming from Germany; he is upset by this; seeking the part to be expedited. RCM advised this part is made specifically for the vehicle; this is not the normal experience he would have with VW; advised seeking to know concerns he was having that caused the vehicle to need to be taken to the dealer. Customer states when putting the vehicle into gear the vehicle would lurch. RCM advised will escalate to RCM for review; advised we will see if there is an ETA that we can gather for this concern; advised someone will contact him by the COB tomorrow. RCM to escalate to RCM.</p>						<hr/> Complaint 403128 Pr. Part: 3885-Mechatronics Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically <hr/> Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment <hr/> Complaint 403128 Part: 3885-Mechatronics Rsn: 04Q Order Fill Time
MULLINT	07/22/2009 05:21:52 PM	Assigned To CCC				
Please follow up with dealer to gather ETA for the vehicle. RCM to follow up.						
NARDONP	07/22/2009 05:57:52 PM	Assigned To CAMPOSA				
CAMPOSA	07/23/2009 05:00:24 PM	Call To Pete		403128		
Service Manager advised: customer is not in a rental. RCM advised: will refer customer to Dealer. RCM to email 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>
CAMPOSA	07/23/2009 05:05:54 PM	E-Mail To Bob Buck				
	VIN:	WVWBA71F28V				
	Model/Model Year:	2008 Eos				
	In-service Date:	9/20/2008				
	Mileage:	15k miles				
	What is the concern:	Customer has been waiting for 44 days as of today for a mechatronics unit. Customer is currently not in a rental vehicle. RCM to contact customer and offer a rental vehicle.				
	What is the customer seeking:	Customer contacted us seeking to expedite part.				
	Next steps/CARE action:	I will contact customer this afternoon to offer rental vehicle, and possible compensation.				
	Thank you for your help.	RCM to call customer.				
CAMPOSA	07/23/2009 06:03:32 PM	Call To				
	RCM advised customer:	apologize for customer's concerns; VW is well aware of customer and their delayed part; we have contacted Dealer 403128 and they are waiting for customer to contact them (the Dealer) for a rental; we would like to compensate customer for time by providing a vehicle payment now; and additional time out of the vehicle we will compensate as well; seeking vehicle payment information right now; will take 4 weeks from time of receipt to process vehicle payment; will follow up with customer by COB Monday August 10th. Customer advised: will page her husband to advise him of rental. RCM to call Dealer.				
MARASHS	07/24/2009 04:17:15 PM	FAX From				
	Fax in doc center.					
CAMPOSA	07/27/2009 08:52:28 AM	Note To CCC				
	850794530, WVWBA71F28V	, Vehicle payment due to length of time for part to come in. Total = \$858.81. RCM to call dealer.				

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>
CR_BATCH	07/30/2009 04:00:30 AM	Note To CAMPOSA				
	Amount for \$ 858.81 was Posted on 07/29/2009. AP reference number: 40039817					
CAMPOSA	08/10/2009 10:08:08 AM	Call To Christine		403128		
	Service advisor states: vehicle RO was closed out on 7/29. RCM to advise customer: we understand that the repairs were completed by 7/29; we would like to either provide a second vehicle payment or \$860 service voucher. RCM to call customer.					
CAMPOSA	08/10/2009 06:45:22 PM	Call To [REDACTED]				
	RCM advised: following up; understand that customer received her vehicle back; seeking to offer customer either vehicle payment or \$860 service voucher. Customer thanked, and opted for the additional vehicle payment. RCM to process payment.					
CAMPOSA	08/11/2009 08:09:22 AM	Note To CCC				
	850794530, WVWBA71F28V [REDACTED] [REDACTED], 2nd vehicle payment due to length of time for part to come in. Total = \$858.81					
PETERSG	08/11/2009 02:41:58 PM	Face-To-Face With Ann				
	RC asked RCM to clarify with the customer exactly how much compensation we are offering her.					
CAMPOSA	08/11/2009 02:49:50 PM	Call To Christine		403128		
	Service Advisor states: the VIN of the vehicle repaired is WVWBA71FX8V [REDACTED] not this VIN. RCM to review with RC.					
CAMPOSA	08/11/2009 02:52:50 PM	Face-To-Face With Greg				
	RCM advised: vehicle being repaired is not this VIN; we set up case under wrong VIN; customer's down vehicle is the other VIN, which has the higher vehicle payment. Wait check to mail.					
CR_BATCH	08/14/2009 04:00:41 AM	Note To CAMPOSA				
	Amount for \$ 858.81 was Posted on 08/13/2009. AP reference number: 40042879					

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 [REDACTED]	090180284	Recovery	WVWFA71FX8V [REDACTED]			
EDWARDAM	07/22/2009 05:07:52 PM	E-Mail To Eric Thompson		408159		
Good Morning Eric,						inquiry 408159
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.						Pr. Part: 3885-Mechatronics
1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?						Pr. Rsn: 81K Mechatronics
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.						Outbound
3. What, if any, arrival date has been communicated to the customer?						
4. Any other pertinent information you feel would be helpful?						
VIN #: WVWFA71FX8V [REDACTED]						
VIN #: WVWKC71KX8W [REDACTED] 4, [REDACTED]						
Please answer these 4 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.						
Thank You,						
Amanda Edwards						
Eastern Region Case Manager						
Areas 3, 4, & 6						
RCM to wait Dealer 408159 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

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

EDWARDAM 07/23/2009 02:45:18 PM Call To Mildred (Asst. SM) 408159

RCM advised sent Service Manager an e-mail regarding mechatronics case and seeking to confirm several things on it; seeking downtime, if Customer is in a rental or loaner or if their still driving their own vehicle, any goodwill be provided, and what is the ETA the Customer has been given. Service Advisor advised will get this for RCM and call back. RCM to wait Dealer 408159 call or e-mail.

EDWARDAM 07/30/2009 12:33:07 PM E-Mail To Eric/SM & Mildred/Asst SM 408159

Hello!

For each VIN # can you confirm if you have received this unit as of today 7/30/2009. Thank you!

VIN # VVWFA71FX8V [redacted] 08 [redacted]
VIN # VVWKC71KX8W [redacted] 08 [redacted]
VIN # VVWKC71K58W [redacted] 08 [redacted]
VIN # 3VWXJ81K47M [redacted] 07 [redacted]

Also, could I have you check on the parts for Karen Greenberg's vehicle:
VIN # 3VWRZ71K99M [redacted] 2009 Jetta

Please let me know when you have the moment! Thank you!
Amanda Edwards

RCM to wait Dealer 408159 e-mail or 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	07/31/2009 09:31:20 AM	E-Mail To Eric/SM & Marco/PM		408159		

Good Morning All,

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 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 and including to gather the parts information for each.

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?

VIN #: WVWFA71FX8V [REDACTED]
 Part #:
 Sales Document #:
 Order Date:
 Order Type (Stock, Daily, or Red)

VIN #: 3VWXJ81K47M [REDACTED]
 Part #:
 Sales Document #:
 Order Date:
 Order Type (Stock, Daily, or Red)

VIN #: WVWKC71KX8W [REDACTED]
 Part #:
 Sales Document #:
 Order Date:
 Order Type (Stock, Daily, or Red)

VIN #: WVWFA71F48V [REDACTED]
 Part #:
 Sales Document #:

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>
						Order Date: Order Type (Stock, Daily, or Red) 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. Thank you for your assistance, Amanda Edwards RCM to wait Dealer 408159 e-mail or call.
EDWARDAM	08/03/2009 02:43:39 PM	Call To Mildred (Asst. SM)		408159		RCM advised has not heard back on the e-mail for the parts. Service Advisor advised did print out for Service Manager and apologized he hasn't gotten back to RCM; will go over to parts now to ask about each and call back. RCM to wait Dealer 408159 call or e-mail.
EDWARDAM	08/03/2009 04:11:16 PM	Voice Mail From Mildred (Asst. SM)		408159		Service Advisor LVMM. Service Advisor advised part came in 7/27 but Customer has been unable to bring vehicle in as they had operation and will be calling next week to schedule to have part installed. RCM to assign to CA.
EDWARDAM	08/03/2009 04:12:09 PM	Assigned To MANNNAE				
MANNNAE	08/03/2009 06:00:50 PM	Note To ccc				CO reviewed case, part in and being customer had operation will be scheduling to have concerns addressed at convenience. 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 [REDACTED]	090180286	Customer Relations	WVWBA71FX8V [REDACTED]	15,000		
EDWARDAM	07/22/2009 05:09:26 PM	E-Mail To Bob/SD & Thom/SM	408156			
<p>Good Morning Bob & Thom,</p> <p>We are proactively making outbound calls to customers with a mechatronics unit in 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.</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? 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? <p>VIN #: WVWBA71FX8V [REDACTED] [REDACTED]</p> <p>Please answer these 4 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, Amanda Edwards Eastern Region Case Manager Areas 3, 4, & 6</p> <p>RCM to wait Dealer 408159 e-mail.</p>						<hr/> inquiry 408156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Inquiry 409449 Rsn: 79G General Inquiry <hr/> Inquiry 408156 Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 12K Dealer
EDWARDAM	07/23/2009 02:21:30 PM	Call To Bob	408156			
<p>RCM advised seeking to confirm mechatronic information on Customer's vehicle. Service Manager advised has 2 vehicle's right now; Customer is in this vehicle so not in a rental or loaner; no goodwill has been offered at this time; ETA have been given 1-2 months. RCM to assign to CO.</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	07/23/2009 02:23:11 PM	Assigned To MANNAE				
MANNAE	07/28/2009 06:23:03 PM	Call To [REDACTED]				Customer states happy VW called, she will be moving out of state on 8-6-09 to North Carolina and seeking to know if vehicle can be repaired prior to move, would really appreciate it as not sure what she will do if part is not in. CO advised will review her request with no guarantee I will be able to get part and vehicle repaired by 8-6-09, advised will review and call customer by COB 7-31-09. RCM to call dealer.
EDWARDAM	07/29/2009 03:05:39 PM	Note To CCC				RCM sent e-mail to CO seeking verification on contacting Dealer 408156; mechatronic units are scheduled to arrive this week or next by 8/7; cannot determine if repairs will be done until part comes in. RCM to wait CO response.
ABDULAM	07/30/2009 10:43:45 AM	Call To Bob		408156		CO seeking to know if Dealer received mechatronics unit. Service Manager states part is not in. CO to review.
MANNAE	07/31/2009 12:12:48 PM	Call To [REDACTED]				CO attempted to call customer and advised she can't speak and to call her back in 10 minutes. CO advised will call back later if not 10 minutes. CO to call customer.
MANNAE	07/31/2009 12:32:37 PM	Call To [REDACTED]				CO advised part will not be available prior to her move to NC, advised can review options for reunite, loaner or shipping part to dealership in her area at time of move. Customer states can leave vehicle behind and VW can give her a loaner she can turn in NC once her vehicle arrives to her, maybe be able to have someone drive it down to her once it's repaired. CO advised CO will review and call customer by COB today. CO to review.
ABDULAM	07/31/2009 03:51:37 PM	Call To Nadine		409449		CO seeking to know if Dealer works with Enterprise. Customer states the Enterprise they work with is 757-420-7700. CO to call Enterprise.
ABDULAM	07/31/2009 03:57:13 PM	Call To Enterprise				Rental company put CO on hold and did not return. CO to call Enterprise.

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	07/31/2009 06:31:18 PM	Call To [REDACTED]				CO advised still reviewing her request to see if we can set up a loaner to get her to NC. Customer states she is going to drive vehicle since Mechatronics is not causing concern to vehicle and would like part shipped to Greenbrier VW. CO advised to drive vehicle in tiptronic as another customer advised didn't experience jerking in tiptronic and CO will follow up with customer by COB Monday 8-3-09. CO to review.
MANNAE	08/03/2009 05:40:30 PM	Call To [REDACTED]				CO followed up with customer to see what she would like VW to do for her in regards to her move. Customer states would like mechatronics unit shipped to 409449 and asked if they would call her when part came in, and if she would be provided a rental. CO advised once part arrives dealership will follow up with her and once vehicle goes in for repairs will be provided a rental. RCM to call dealer.
ABDULAM	08/05/2009 02:34:17 PM	Call To Tony		408156		Service Advisor states that we would need to speak with the Part Manager in regards to shipping mechatronics to Dealer 409449. CA to call Part Manager.
ABDULAM	08/05/2009 02:38:09 PM	Voice Mail To John		408156		CA LMTRMC. Wait Part Manager call.
ABDULAM	08/05/2009 03:38:10 PM	Voice Mail From John		408156		Part Manager LVMM. CA to call Part Manager.
ABDULAM	08/05/2009 03:39:39 PM	Call To John		408156		Part Manager states Dealer 409449 can do a dealer to dealer on parts on command. Part Manager states Dealer 409449 goes into parts on command puts in a dealer to dealer and Dealer 408156 Part Manager will pick it up and ship the part to Dealer 409449. CO to dealer 409449.

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>
ISTIFOV	08/06/2009 08:18:31 AM	E-Mail To Miranda Godfrey		409449		

***** Email to mgodfrey@shagauto.com; *****

FYI ONLY: 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: 2008 Eos

VIN: WVVBA71FX8V [REDACTED]

Customer (concern/compliment): This customer is moving to the area, has a mechatronics unit on order from her dealer back in NY (Sunrise VW) they will be shipping the part to your dealership once it comes in. Please ensure the customer gets contacted once you receive the part and try to give her a loaner/rental as well.

Thank you for your help.

Vance Istifo
(248) 754-3310

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.

MANNAE	08/10/2009 09:29:21 AM	Assigned To EDWARDAM				
RCM to call dealership 409449 to verify if Mechatronic unit was received. RCM to e-mail dealer.						

EDWARDAM	08/10/2009 03:24:15 PM	Call To Bob Pfaff		408156		
RCM advised seeking if the mechatronics unit has come in as of yet. Service Manager advised it has not. RCM/CA to follow up.						

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	08/11/2009 05:52:42 PM	Assigned To MANNNAE				
	Per Supervisor e-mail to assign to CO for mechatronics case follow up.					
ABDULAM	08/13/2009 09:51:22 AM	Call To Anthony@Parts		408156		
	DP states part has arrived at the dealer. CO to call dealer 409449.					
ABDULAM	08/13/2009 09:54:59 AM	Voice Mail To Miranda		409449		
	CO LVMM. CO advised that part arrived for Customer at Dealer 408156. CO advised that Part Manager states for Dealer to put request in on POC and they will accept and have part shipped to the Dealer. CO left last 8 of VIN and Customer name. CO requested Service Manager return my call. Wait Dealer call.					
ABDULAM	08/13/2009 10:17:44 AM	Call To Miranda		409449		
	Service Manager states she will get with her Service Manager and place the request for Dealer 408156 to ship the part to their Dealer. CO requested Part Manager contact me once that has been completed. Wait Dealer call.					
ABDULAM	08/13/2009 10:31:32 AM	Call To [REDACTED]				
	CA advised Dealer 408156 did receive her part. CA advised that CA spoke with Service Manager at Dealer 409449 and they will put the request to have Dealer 408156 ship the part to Dealer 409449. Customer states she does not get to NC until either 8/18 or 8/19. Customer states she is in GA right now. CA advised we will follow up with Customer on 8/19. Wait Dealer 409449 call.					
MANNNAE	08/14/2009 11:09:43 AM	Call To Ron		409449		
	PM states he left a message for dealership 408156 and hasn't yet heard back in regards to part, doesn't believe he can do a dealer to dealer, with part numbers, doesn't want to be stuck with part if customer doesn't come to dealership 409449, states customer hasn't made any contact with dealership. CO advised I advised her I would call her once the part arrived at 409449 or dealership would call to advise her to schedule to have part installed, advised will call dealer 408156 PM to have him follow up with PM at 409449. CO to call dealer 408156.					
MANNNAE	08/14/2009 11:48:17 AM	Voice Mail To John		408156		
	CO LMTRMC. CO to wait dealer 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>
MANNAE	08/17/2009 09:50:02 AM	Voice Mail From John		408156		
						PM states just got message as he was out of office, would prefer to do a D to D and it would go out fed ex and arrive to dealership next day. CO to call dealer.
MANNAE	08/17/2009 09:55:55 AM	Call To John		408156		
						PM states he spoke with PM at 409449 and he stating customer still hasn't called to schedule appointment, states he can do a dealer to dealer and part should arrive tomorrow. CO asked to review.
MANNAE	08/17/2009 09:56:50 AM	Face-To-Face With Mindy				
						RC states to have customer call and schedule appointment at 409449 so they can order part dealer to dealer. CO to return to PM.
MANNAE	08/17/2009 09:57:28 AM	Return To John		408156		
						CO advised going to follow up with customer to schedule appointment at 409449 and then at that point they can do a dealer to dealer, advised will follow up with PM by COB tomorrow or soon as an update is available. CO to call customer.
MANNAE	08/17/2009 01:10:41 PM	Call To [REDACTED]				
						CO attempted to speak with customer and reception was really bad, asked to call her later this afternoon. CO to call customer.
MANNAE	08/17/2009 05:19:21 PM	Call To [REDACTED]				
						CO advised customer part has arrived to 408156 and in order to have dealership do a dealer to dealer we will need to schedule an appointment at 409449. Customer states she will be available Wednesday and Friday. CO to call dealer 409449.
MANNAE	08/17/2009 05:21:45 PM	Call To DP		408156		
						CO spoke with parts and PM was gone for the day, asked to schedule an appointment and SA were assisting other customers. CO to call dealer.
MANNAE	08/18/2009 09:19:41 AM	Call To Ron		409449		
						CO spoke with Part Manager and advised customer wants to schedule appointment for Friday, asked if they would be able to do the dealer to dealer. Part Manager states they can't do the dealer to dealer and he would have to buy the part from 408156, will speak with his Service Director and call CO back. CO 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>
MANNAE	08/18/2009 12:00:40 PM	Call From Ron		409449		
	PM states he ran it by his FOM and they can go ahead and have part shipped to dealership 409449 from 408156, will be calling customer to schedule appointment and will also follow up with John at 408156 to have part shipped; will call CO back. CO to wait dealer call.					
MANNAE	08/18/2009 12:23:26 PM	Call From John		408156		
	PM states to e-mail him address to 409449 and he will be shipping part out and inquiring who will cover extra charge. CO advised to fax over invoice and CO will complete an EFT. CO to e-mail dealer.					
MANNAE	08/18/2009 12:24:26 PM	E-Mail To John		408156		
	Hello Ron, here is the address for Greenbrier Volkswagen;					
	1248 South Military Highway Chesapeake, VA 23320					
	For any extra charge please fax over the invoice to 248-754-6504 and I will be happy to EFT the difference to get it over to Greenbrier.					
	Thanks again for all your HELP in making this happen.					
	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 call 409449					
MANNAE	08/18/2009 01:49:57 PM	Voice Mail To Ron		409449		
	CO LMTRMC. CO to wait dealer 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>
MANNAE	08/18/2009 02:02:00 PM	Call To John		408156		SM states scheduled appointment for customer on Friday, will be dropping vehicle off on Thursday to pick up a loaner. CO to follow up with customer.
MANNAE	08/18/2009 03:57:02 PM	Voice Mail To [REDACTED]				CO left message advising I have spoken with dealership 409449 and understand they have spoken with customer and scheduled appointment, invited customer to call CO with any questions. No further action.
MARASHS	08/18/2009 04:10:13 PM	FAX From John Marzo		408156		Fax in Doc Center.
MARASHS	08/18/2009 04:44:02 PM	Assigned To ANDERSK				
ANDERSK	08/20/2009 05:16:08 PM	Reviewed By ANDERSK				Dealer 408156 seeking reimbursement for shipping charges to send mechatronics unit to Dealer 409449; provided Fed Ex receipt dated 8/18/09; \$26.18. CO to generate check request.
ANDERSK	08/20/2009 05:24:55 PM	Note To check request				WVWBA71FX8V [REDACTED], [REDACTED] VWoA to reimburse Dealer 408156 for shipping charges to send mechatronics unit to Dealer 409449. CO to wait check.
CR_BATCH	08/28/2009 04:00:30 AM	Note To ANDERSK				EFT for amount \$ 26.18 processed on 08/27/2009. AP reference number: 00030567

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 [REDACTED]	090180295	Recovery	WVWFA71F58V [REDACTED]			
EDWARDAM	07/22/2009 05:17:14 PM	E-Mail To Evan		408150		inquiry 408150 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Good Morning Evan,

We are proactively making outbound calls to customers with a mechatronics unit in 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?

VIN #: 3VWRA71K08M [REDACTED]

VIN #: WVWFA71F58V [REDACTED]

Please answer these 4 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.

Thank You,
Amanda Edwards
Eastern Region Case Manager
Areas 3, 4, & 6

RCM to wait Dealer 408150 e-mail.

EDWARDAM	07/22/2009 05:18:47 PM	Voice Mail From Evan	408150
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Service Manager LVMM. Service Manager advised the Customer is in a Tiguan loaner and they have already offered 2 payments of \$400 each due to the downtime. RCM to assign to CA.

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	07/22/2009 05:31:57 PM	Assigned To MANNAE				
MANNAE	07/28/2009 01:30:51 PM	Call To [REDACTED]				CO advised following in regards to parts status on vehicle, advised wanted to apologize for inconvenience and anytime vehicle goes to dealership we like it to be as little inconvenience as possible, appreciate being part of the VW family and invited customer to call at 800-444-8982 with any questions. Customer states dealership is assisting him and he is happy at this time. No further action
EDWARDAM	08/03/2009 01:40:54 PM	Return Call From Evan		408150		Service Manager advised wanted to update the notes; their currently in Tiguan loaner and took them out of the rental; has offered 2 vehicle payments for compensation as well. CO to review and close.
MANNAE	08/03/2009 05:46:29 PM	Note To ccc				CO reviewed case. 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 [REDACTED]	090180308	Recovery	WVWFA71F28V [REDACTED]			
EDWARDAM	07/22/2009 05:34:48 PM	E-Mail To Gary Dianetti		408149		inquiry 408149 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Good Morning Gary,

We are proactively making outbound calls to customers with a mechatronics unit in 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?

VIN #: WVWFA71F28V [REDACTED] [REDACTED]

Please answer these 4 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.

Thank You,
Amanda Edwards
Eastern Region Case Manager
Areas 3, 4, & 6

RCM to wait Dealer 408149 e-mail.

EDWARDAM	07/23/2009 02:30:45 PM	Call To Gary Dianetti	408149
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RCM advised seeking to verify the following information for Customer's mechatronic case. Service Manager advised the Customer is driving the vehicle; seems ok with driving it at this time; no goodwill at this time either; 6/24/2009 been down; ETA they gave the Customer would be a few weeks. RCM to assign to CO.

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	07/23/2009 02:34:27 PM	Assigned To	MANNAE			

MANNAE 07/28/2009 07:06:44 PM Call To [REDACTED]

CO spoke with customer and apologized for her inconvenience on back order part; inquired if customer was ok driving her vehicle. Customer states ok driving vehilce long as it's not causing further damage, vehicle is still jerking like it was originally. CO advised if at anytime customer is not comfortable driving vehicle may speak with VW or call dealership SM and they can set her up in a loaner vehicle. Customer inquiring when part should be in. CO advised middle of August part are shipped. 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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 2.0L [REDACTED]	090180310	Recovery	WVWBA71F38V [REDACTED]			
EDWARDAM	07/22/2009 05:37:34 PM	E-Mail To Mike Dolce		408112		inquiry 408112 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Good Morning Mike,

We are proactively making outbound calls to customers with a mechatronics unit in 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?

VIN #: WVWBA71F38V [REDACTED]
 VIN #: WVWFV71K17W [REDACTED]

Please answer these 4 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.

Thank You,
 Amanda Edwards
 Eastern Region Case Manager
 Areas 3, 4, & 6

RCM to wait Dealer 408112 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>
EDWARDAM	07/22/2009 05:41:43 PM	E-Mail From Mike Dolce		408112		
						CUSTOMERS ARE DRIVING THERE CARS WE ONLY TOLD THEM THAT THEY ARE ON BACKORDER AND IT WOULD BE AT LEAST 1 MONTH BEFORE THEY ARRIVED. NO GOODWILL WAS OFFERED
						Michael Dolce Bayside VW Service Manager
						RCM to assign to CA.
EDWARDAM	07/22/2009 05:42:01 PM	Assigned To MANNAE				
MANNAE	07/28/2009 04:43:16 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 408112 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>
2008 Eos 2.0L [REDACTED]	090180314	Recovery	WVWBA71F58V [REDACTED]			inquiry 402320 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>
NARDONP	07/22/2009 05:46:35 PM	E-Mail To Jess Reiter		402320		

Jesse,

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.

VIN(s):

WVWBA71F58V
 3VWST71K26M

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

- 1) Is the customer in a rental/loaner and if so how long?
- 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.

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

Wait Dealer 402320 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 05:57:26 PM	Assigned To CAMPOSA				

CAMPOSA	07/28/2009 10:42:14 AM	Call To Jesse		402320		
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Service Manager advised: part came in yesterday; customer was frustrated at the delay; dealer advised customer that the dealership would look into some type of compensation; seeking to provide customer with vehicle payment. RCM advised: Dealership can provide at the dealership level; will support Dealer's goodwill offer. Service Manager advised will contact FOM as an FYI. 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 [REDACTED]	090180342	Customer Relations	WVWBA71F88V [REDACTED]	12,000		
HOWARDB	07/22/2009 06:50:31 PM	Call From [REDACTED]				
<p>Customer is the original owner; Customer 2nd VW; vehicle is at Dealer 425049; current mileage on the vehicle is 12,000. Customer called to file a complaint against Dealer 403082. Customer stated that she is having a problem with the vehicle jerking back, and forth; Customer took the vehicle to Dealer 403082 for diagnosis, and the Dealer stated that her vehicle was operating as designed, and to keep driving the vehicle. Customer stated that she was not happy with the service receive, so she took the vehicle to Dealer 425049 for diagnosis, and they immediately stated that there was something wrong with the transmission, and she should not be driving the vehicle. Customer is upset that Dealer 403082 did not diagnose the concern. Customer is seeking for her complaint to be forwarded to Dealer 403082. Customer would also like to forward a complement to Dealer 425049 for providing excellent service. Customer stated that her vehicle has been down for 6 weeks, and the Dealer has continued to provide good service, and they have placed her in a rental vehicle, while the Dealer is waiting for part to arrive. CO advised the Customer that her complaint, and compliment have been documented, and will be forwarded to an RCM, and we will also follow up on her vehicle concerns. CO advised the Customer that she will be contacted with an update before the close of business on 07/23/09. CO to assign to RCM Southern Region.</p>						<hr/> Praise 425049 Pr. Rsn: 85J Treatment by Personnel <hr/> Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment <hr/> Complaint 425049 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly <hr/> Complaint 425153 Rsn: 85J Treatment by Personnel
HOWARDB	07/22/2009 07:56:34 PM	Assigned To Regional Case Manager				
<p>Customer called to file a complaint against Dealer 403082 for incorrect diagnosis on her transmission. Customer also called to give compliment to Dealer 425049 for providing excellent service. Customer vehicle has been down for 6 weeks waiting for part to arrive. Customer can be reached on her cell phone, anytime of the day on 07/23/09. RCM to contact Dealer 403082, and 425049.</p>						
BALDWIA	07/23/2009 09:49:24 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	07/23/2009 12:23:56 PM	E-Mail To Sean Brady		425153		

***** Email to seanbrady1@yahoo.com; *****

FYI ONLY: 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: 2008 Eos

VIN: WVWBA71F88 [REDACTED]

Customer concern:

[REDACTED] stated that she is having a problem with the vehicle jerking back, and forth so she took the vehicle to your dealer for diagnosis and was advised her vehicle was operating as designed, and to keep driving the vehicle. She stated that she was not happy with the service received, so she took the vehicle to Dealer 425049 for diagnosis, and they immediately stated that there was something wrong with the transmission, and she should not be driving the vehicle. She is upset that your dealer did not diagnose the concern.

Thank you 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 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 call dealer 425049.

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	07/23/2009 03:00:09 PM	Call To Abby		425153		
	RCM advised calling regarding concern. DP advised Service Manager was not available. RCM LMTRMC. Wait dealer call.					
BALDWIA	07/23/2009 04:37:55 PM	Voice Mail To [REDACTED]				
	RCM advised calling regarding customer concern; forwarded the complaint to Dealer 425153; RCM is waiting to hear from Service Manager to forward the compliment and to follow up on customer's vehicle concerns; will call customer no later than COB 7-28-09. RCM to wait dealer call.					
BALDWIA	07/23/2009 05:57:29 PM	Call From Jamey Burke		425049		
	Service Manager advised returning RCM call. RCM advised of compliment; RCM was also checking on the concern. Service Manager advised that vehicle is waiting on a mechatronics unit; has been down 47 days; Customer is in a rental; spoke to FOM who advised the part should be in tomorrow but Service Manager is not sure; Customer has not asked for any compensation but spoke to FOM about possible vehicle payment reimbursement or trade assist which FOM stated if the part is not in by Monday then he may offer trade assist. RCM to call customer to advise the compliment was forwarded.					
HOWARDB	07/23/2009 06:47:24 PM	Return Call From [REDACTED]				
	Customer stated that her vehicle has been at Dealer 425153 for 2 months waiting on part for transmission. Customer is seeking to know if VW can assist with vehicle payment. Customer stated that her vehicle payment is \$594.96. CO advised the Customer that her request will be forwarded to the RCM, and she will be contacted with an update before the close of business on 07/24/09. Customer stated that she never received a follow up call. CA advised the customer that the RCM left her a voicemail today. Customer did not receive the message. CA updated the Customer contact number. RCM to research.					
ABDULAM	07/24/2009 11:46:14 AM	Call To [REDACTED]				
	CA advised VW is still researching vehicle payment request and VW will follow up with Customer either Monday or Tuesday. Customer states they are financing through VCI. RCM tor review.					
BALDWIA	07/28/2009 04:51:55 PM	Call To Blanca		425049		
	RCM advised seeking to speak to Service Manager. DP advised Service Manager must be assisting another customer since he is not answering. RCM LMTRMC. Wait dealer call.					
ABDULAM	07/28/2009 04:58:42 PM	Call To [REDACTED]				
	CA advised VW is still researching vehicle payment request and VW will follow up with Customer either tomorrow or Thursday. Customer states they are financing through VCI. RCM tor review.					

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	07/29/2009 10:30:37 AM	Voice Mail From Jamey Burke		425049		Service Manager advised he is returning RCM call. RCM to call dealer.
BALDWIA	07/29/2009 10:36:58 AM	Call To Jamey Burke		425049		RCM advised seeking an update on part. Service Manager advised Customer picked the vehicle up yesterday; Service Manager drove the vehicle 15 miles himself. RCM to call customer and advise we will offer customer 1 month vehicle payment as Goodwill gesture.
BALDWIA	07/29/2009 05:34:48 PM	Voice Mail To [REDACTED]				RCM advised spoke to Service Manager who advised the part had arrived and vehicle returned to customer we would like to offer customer 1 month vehicle payment as a Goodwill gesture due to the time customer has been without the vehicle; Customer should fax statement to CCC; provided fax number; can take some time to post to customer's account so customer should continue to make payments as scheduled to avoid any potential late fees; if customer has further questions can call CCC. No further action pending customer fax/call.
NORMANS	07/30/2009 04:20:09 PM	Call From [REDACTED]				Customer called seeking to know fax number to fax information too; CA provided fax number; CO to review and close pending Customer fax.
ZIEHMEC	07/30/2009 04:30:01 PM	Note To CCC				RCM reviewed and closed. No further action pending customer fax.
MARASHS	07/31/2009 03:39:57 PM	FAX From [REDACTED]				Fax in Doc Center.
ISTIFOV	08/03/2009 09:39:32 AM	FAX From [REDACTED]				Received fax from customer containing customer's payment stub from VCI. RCM to reimburse customer one month payment. Total reimbursement is \$594.96. Wait for check.
ISTIFOV	08/03/2009 10:10:04 AM	Note To CCC				851001708 - WVVBA71F88V [REDACTED] - [REDACTED] VW to credit customer one month vehicle payment due to vehicle concerns. Total reimbursement is \$594.96

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>
SHORTK	08/06/2009 03:10:50 PM	Call From	[REDACTED]			
		Customer seeking to know how her VEH payment would be applied. CA advised customer to continue to make her payments as normal until VCI system verifies reimbursement has been applied. Wait check				
CR_BATCH	08/07/2009 04:00:37 AM	Note To	ISTIFOV			
		Amount for \$ 594.96 was Posted on 08/06/2009. AP reference number: 40041621				

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 [REDACTED]	090180741	Recovery	WVWBA71F38V [REDACTED]			
CAMPOSA	07/23/2009 10:56:00 AM	E-Mail To Mike		403100		inquiry 403100 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
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: 2008 Eos

VIN: WVWBA71F38V [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 email

CAMPOSA	07/23/2009 11:36:43 AM	Return Call From Nick	403100
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Service Advisor states: Customer has not been advised of a delivery date; customer's daughter drives vehicle; Customer's daughter is leaving for college with vehicle by 8/14; not in a loaner vehicle; has not gotten worse; no goodwill has been extended at this time; thinks that customer's daughter may be going to college in northern michigan somewhere. RCM advised: if part does not come in before customer's daughter goes to college, we can certainly look at possibility of providing customer with a rental, and then doing a reunite. RCM to assign to CO

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>
CAMPOSA	07/23/2009 11:43:31 AM	Assigned To	MANNAE			

ABDULAM 07/28/2009 11:12:49 AM 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. CO advised that part is VIN specific. CO advised that ETA for part is end of July or first part of August. Customer states they do not need a loaner as this is vehicle is for their daughter and currently she is studying abroad. Customer states his only concern is that his vehicle is going back to school in Madison, WI around 8/17-24 and is seeking to know if VW would ship the part to a Dealer there. CO advised that VW could research that possibility or possibly repair vehicle at current Dealer and reunite Customer with the vehicle. CO advised Customer to contact CCC if they have any other questions or concerns. CO thanked Customer. 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 [REDACTED]	090180742	Recovery	WVWBA71F38V [REDACTED]			
CAMPOSA	07/23/2009 10:57:50 AM	E-Mail To Greg		403150		
ACTION REQUIRED: Mechatronic update						inquiry 403150 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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: 2008 Eos

VIN: WVWBA71F38V [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.

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	07/24/2009 09:25:32 AM	E-Mail From Greg		403150		
		Ann,				
		1) Is the customer in a rental or loaner? Customer is still in a rental (Jetta)				
		2) Have you offered any goodwill? No goodwill has been offered at this point... the car is not repaired yet. Anything at this time would only be a token...The customer can not really understand why it could possibly take so long to get a part EVEN FROM GERMANY!!!!				
		3) What part arrival time has been communicated to the customer? Latest update is early to mid AUGUST				
		4) Other pertinent information that you think we should be aware of? I can not control when the part may finally get here....This is a known situation by VW RCM to assign to CO				
CAMPOSA	07/24/2009 09:25:49 AM	Assigned To MANNAE				
ABDULAM	07/30/2009 11:07:58 AM	Call To Greg		403150		
		Service Manager states vehicle is repaired and he is going to call the customer. 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 [REDACTED]	090180747	Recovery	WVWBA71F28V [REDACTED]			
SMITHN	07/23/2009 08:39:55 AM	Assigned To CONLINR				inquiry 420129
	RCM to send mechatronic email to Dealer 420129.					Pr. Part: 3885-Mechatronics
CONLINR	07/23/2009 01:28:49 PM	E-Mail To Todd Ellis		420129		Pr. Rsn: 55J Outbound
	ACTION REQUIRED: Mechatronic update - 420129					

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: 2008 Eos

VIN: WVWBA71F28V [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 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	07/23/2009 05:05:54 PM	E-Mail From Todd Ellis		420129		
						<ol style="list-style-type: none"> 1) Is the customer in a rental or loaner?[Todd at Emich] Emich VW loaner. 2) Have you offered any goodwill?[Todd at Emich] Possibility of lease payment. 3) What part arrival time has been communicated to the customer?[Todd at Emich] Beginning of August. 4) Other pertinent information that you think we should be aware of?[Todd at Emich] She's not happy with VW. RCM to assign to Point of Contact
CONLINR	07/23/2009 05:06:16 PM	Assigned To MANNAE				
						CO to review
MANNAE	08/03/2009 06:15:48 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

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 [REDACTED]	090180749	Recovery	WVWBA71F58V [REDACTED]			
CAMPOSA	07/23/2009 11:02:03 AM	E-Mail To Rich Peterson		403192		inquiry 403192 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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: 2008 Eos

VIN: WVWBA71F58V [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 email.

CAMPOSA	07/24/2009 11:42:03 AM	E-Mail From Rich		403192	
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- 1) Is the customer in a rental or loaner? - NO
- 2) Have you offered any goodwill? - NO
- 3) What part arrival time has been communicated to the customer? - We were advised part should arrive on 7/27/09

RCM to assign to CO

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>
CAMPOSA	07/24/2009 11:42:23 AM	Assigned To	MANNAE			
ABDULAM	07/30/2009 03:10:51 PM	Note To ccc				No phone number listed. CO to call dealer.
MANNAE	07/31/2009 09:52:33 AM	Call To Dan		403192		SA states part came in and he was going to call customer, provided phone number. No further action.

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