

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

<u>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]	090180756	Recovery	WVWBA71F48V [REDACTED]			
SMITHN	07/23/2009 08:46:48 AM	Assigned To CONLINR				inquiry 420156
	RCM to send mechatronic email to Dealer 420156.					Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
CONLINR	07/23/2009 01:32:09 PM	E-Mail To Mike McArthur		420156		
	ACTION REQUIRED: Mechatronic update - 420156					
<p>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.</p> <p>Customer Name: [REDACTED]</p> <p>Model Year/Model: 2008 Eos</p> <p>VIN: WVWBA71F48 [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 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? <p>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.</p> <p>Thank you in advance for your help. RCM to wait Dealer email</p>						
CONLINR	07/24/2009 06:43:29 PM	Call From Mike McArthur		420156		
	SM states: will offer 1 and 1/2 month Vehicle payment; Customer is in a rental Vehicle; ETA is late August. RCM to assign to Point of Contact					

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

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CONLINR	07/24/2009 06:48:30 PM	Assigned To MANNAE				CO to review
CONLINR	07/29/2009 12:29:58 PM	Call From Mike McArthur		420156		SM states: part came in much earlier than expected and Vehicle has been repaired; SM will be offering Customer either 1/2 Vehicle payment or a clear coat rock protectant on the front of the Vehicle, which is something the Customer was seeking. CO to review
ABDULAM	07/29/2009 05:19:50 PM	Note To ccc				As part has arrived and vehicle has been repaired at Dealer, no further follow up is required from outbound.

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2008 Eos 2.0L [REDACTED]	090180759	Recovery	WVWFA71F28V [REDACTED]			
SMITHN	07/23/2009 08:48:40 AM	Assigned To CONLINR				
	RCM to send mechatronic email to Dealer 420156.					inquiry 420156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CONLINR	07/23/2009 01:33:14 PM	E-Mail To Mike McArthur		420156		
	ACTION REQUIRED: Mechatronic update - 420156					
<p>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.</p> <p>Customer Name: [REDACTED]</p> <p>Model Year/Model: 2008 Eos</p> <p>VIN: WVWFA71F28V [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 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? <p>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.</p> <p>Thank you in advance for your help. RCM to wait Dealer email</p>						
CONLINR	07/24/2009 06:42:42 PM	Call From Mike McArthur		420156		
	SM states: listed as Ms. Connie Elsbury; in a rental; will be offering a Vehicle payment; ETA of Early August; Customers phone number is 303-562-7740. RCM to assign to Point of Contact					

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CONLINR	07/24/2009 06:47:25 PM	Assigned To MANNNAE				
	CO to review					
CONLINR	07/29/2009 12:29:15 PM	Call From Mike McArthur		420156		
	SM states Vehicle is paid in full, so Dealer will be unable to offer a Vehicle payment; Dealer will do a full detailing and shampoo of the Vehicle. CO to review					
CONLINR	07/29/2009 01:53:21 PM	Call From Mike McArthur		420156		
	SM states: Customer is not happy with offer for detailing and wants a payment comperable to what her Husband pays on his truck that he purchased from another manufacturer. RCM advised VW will not compensate Customer based on what Customers husband pays for his truck; VW can continue to offer detailing or \$250 in Dealer Services. SM states will speak with Customer and call CCC back. CO to review					
CONLINR	07/29/2009 02:01:53 PM	Call From Mike McArthur		420156		
	SM states spoke with Customer who would prefer \$250 in Dealer Services. RCM advised will send this out to Customer, will take 7-10 business days to process. RCM to assign to Team 5					
CONLINR	07/29/2009 02:02:36 PM	Assigned To Fox				
	Team 5 to generate \$250 In Dealer Services					
BICKMAD	07/30/2009 06:16:36 AM	Assigned To ccc				
GREENJO	07/30/2009 07:54:04 AM	Assigned To ABDULAM				
ABDULAM	07/30/2009 09:50:50 AM	Mail To [REDACTED]				
	CA generated letter, letter can be viewed in the doc center. RCM to review and close.					
ABDULAM	07/30/2009 09:51:08 AM	Assigned To CONLINR				
	RCM to review and close.					

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PRENTIM	07/30/2009 10:46:07 AM	Note To CCC				
		RC reviewed for RCM. No further action.				

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

2008 Eos 2.0L

[REDACTED] **090180763** **Recovery** **WVWBA71F88V [REDACTED]**

inquiry 424223
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

CAMPOSA 07/23/2009 09:55:12 AM E-Mail To Rudy 424223

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: WVWBA71F88V [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 10:00:45 AM E-Mail From Rudy 424223

Ann, this customer is in a loaner, has been since diagnosis...it is warranty repair. Rough eta is on the 27th, I dont know id thats to vw or to us. Shes a great customer and will do anything to please her. She is not real happy but is understanding. Rudy
Please forward any and all communications with her to me...thank you!!!
RCM to assign to CO

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CAMPOSA	07/24/2009 10:01:04 AM	Assigned To MANNAE				

ABDULAM 07/31/2009 01:16:49 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]	090180764	Customer Relations	WVWBA71F68V [REDACTED]	6,805		<hr/> Inquiry 409416 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Complaint 409416 Part: 3885-Mechatronics Rsn: 56E Hesitation <hr/> Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment

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ISTIFOV	07/23/2009 08:52:55 AM	E-Mail To Pete D'Alessandro		409416		

***** Email to service@alexandriavw.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: At your earliest convenience, please review and respond to the following questions:

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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.

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ISTIFOV	07/23/2009 01:59:20 PM	Return Call From Pete D'Alessandro	409416			Service Manager advised that the customer needs a mechatronic and current ETA is second week of August, customer is in a loaner vehicle, has not asked for any Goodwill. CO to call customer.
ISTIFOV	07/23/2009 02:00:03 PM	Assigned To MANNNAE				CO to call customer.
MANNNAE	07/28/2009 05:17:44 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 409416 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.
WHEELEK	08/05/2009 11:23:34 AM	Return Call From [REDACTED]				Typing Nicole Customer states: Returning CCC's call; Original owner; Customer leased from VCI/believes payments are under \$400.00; Customer is seeking/expecting compensation for monthly payments and why is it taking so long for the part to arrive; this customer perceives this to be a premature failure; daughter has been W/O vehicle for 2 months daughter is in DC doing an internship and has to be back in North Carolina by 8/16. CA advised: VW is aware she is waiting for the mechatronics to arrive at dealer 409416; seeking to advised the ETA for the part is the second week of August; may research any requests, however, would like to have the vehicle operating as designed; will also, track the progress of the part, as VW may need to assist with getting your daughter back with the vehicle; will provide an update next week. CA to escalate call to RCM.
WHEELEK	08/05/2009 11:52:10 AM	Assigned To SOR				Please research customer's requests; ETA for part is next week; daughter must be back in North Carolina by 8-16-2009; can be reached on home or cellular telephone. Note: only advised customer CCC would provide a follow-up call next week. RCM to research.
ZIEHMEC	08/05/2009 02:47:29 PM	Assigned To ISTIFOV				Assigned for handling.

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ISTIFOV	08/05/2009 02:59:49 PM	Note To CCC				RCM to follow up with dealer 409416 and customer on 8/10/09.
ISTIFOV	08/10/2009 10:41:27 AM	Voice Mail For Pete D'Alessandro		409416		RCM left message advising to please contact RCM back regarding status of customer's vehicle repairs. Wait dealer call.
ISTIFOV	08/10/2009 10:53:49 AM	Voice Mail From Pete D'Alessandro		409416		Service Manager left message advising that the part arrived on Friday 8/7/09 and was repaired and picked up the same day by the customer. RCM to follow up with customer.
ISTIFOV	08/10/2009 12:36:55 PM	Call To [REDACTED]				RCM advised was calling in regards to her file as RCM understands that customer is back with her vehicle. Customer states that she has picked up her vehicle however, has been without it for two months for this customer and is seeking two months vehicle payment. Customer states her payments are through VCI and pays a little under \$400 per month. RCM apologized for vehicle concerns and advised to please fax a copy of her payment stub and Repair Order to RCM to evaluate for possible vehicle payments. RCM advised of main fax number. No further action, pending customer fax.
MARASHS	08/11/2009 04:21:42 PM	FAX From [REDACTED]				Fax in Doc Center.
ISTIFOV	08/12/2009 08:31:15 AM	Call To Pete D'Alessandro		409416		RCM inquired as to if the vehicle was indeed down for at least two months due to waiting in mechatronics part as Repair Order was opened on 6/26/09 and closed 8/6/09 which is less than two months however, customer claims vehicle was down for two months. Service Manager advised that vehicle was down for 30 days only as the rest of the downtime was due to being in the body shop for body repairs. RCM to call customer and advise that VW will reimburse customer one month vehicle payment rather than two due to vehicle being down for 30 days. RCM to call customer.
ISTIFOV	08/12/2009 10:00:45 AM	Voice Mail For [REDACTED]				RCM left message advising to please contact RCM back regarding customer's file. Wait customer call.

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NORMANS	08/13/2009 01:38:59 PM	Call From	[REDACTED]			
	Customer called seeking to speak to RCM; CA advised Customer CA will transfer Customer to RCM and if RCM is not available Customer can LVMM; CA to transfer Customer.					
ISTIFOV	08/13/2009 01:51:24 PM	Continued Comment With	[REDACTED]			
	Customer states returning call from RCM. RCM advised that RCM has evaluated customer's Correspondence and confirmed with dealer 409416 that the vehicle was down for 30 days and not two months as customer stated. Customer states that the vehicle was involved in an accident in May 2009 and was at a body shop in NC and that is how she has been without her vehicle for two months. RCM advised that VW is only able to assist with one month payment since the vehicle was down for 30 days due to the mechatronics unit being on Backorder and cannot offer compensation for the downtime involved due to the customer being involved in a collision. Customer acknowledged. RCM advised will generate credit for customer's VCI account in which she should receive in her VCI account by next month's due date of 9/14/09. RCM advised to please contact RCM back should she not see the credit made. Customer acknowledged. RCM to generate check.					
LOPEZJ	08/13/2009 02:19:50 PM	Call From	[REDACTED]			
	Talk & Type by Janette Marrero Customer states: seeking to speak with RCM; requested RCM VM if RCM not available; CA to transfer call to RCM.					
LOPEZJ	08/13/2009 02:24:25 PM	Transfer To	isitfov			
	Talk & Type by Janette Marrero CA transferred call to VM as requested. RCM to review.					
ISTIFOV	08/13/2009 02:28:40 PM	Voice Mail From	[REDACTED]			
	Customer left message stating she was without her vehicle for seven weeks and feels she should receive two vehicle payments. RCM to call customer.					
ISTIFOV	08/13/2009 04:01:48 PM	Voice Mail For	[REDACTED]			
	RCM left message advising to please contact RCM back regarding her file. Wait customer call.					
NORMANS	08/13/2009 04:33:52 PM	Call From	[REDACTED]			
	Customer called seeking to speak to RCM; CA advised Customer CA will transfer Customer to RCM and if RCM is not available Customer can LVMM; CA to transfer Customer.					

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ISTIFOV	08/13/2009 04:41:14 PM	Continued Comment With	[REDACTED]			
		Customer states that she was down for a total of seven weeks and feels she should be compensated for that amount rather than just four weeks. RCM advised Repair Order was open on 6/26-8/6/09 which is in fact six weeks therefore, RCM will credit customer's account one month payment of \$412.95 plus an additional \$192.78 which is two weeks' worth of payment totaling six weeks for a total credit of \$605.73. Customer acknowledged. RCM to generate check.				
MARASHS	08/13/2009 05:10:03 PM	FAX From	[REDACTED]			
		Fax in Doc Center.				
ISTIFOV	08/14/2009 08:30:34 AM	Note To CCC				
		850985268 - WVWBA71F68V [REDACTED] - [REDACTED]; VW to credit customer's VCI account due to vehicle downtime for repairs. Total credit is \$605.73. Wait for check.				
CALDWEM	08/17/2009 10:29:30 AM	Return Call From	[REDACTED]			
		Customer states seeking to speak with RCM, VM offered, CA attempt to contact RCM.				
CALDWEM	08/17/2009 10:30:05 AM	Transfer To ISTIFOV				
		CA transfer call to RCM, RCM continues with Customer.				
CR_BATCH	08/27/2009 04:00:51 AM	Note To ISTIFOV				
		Amount for \$ 605.73 was Posted on 08/26/2009. AP reference number: 40044819				

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2008 Eos 2.0L [REDACTED]	090180777	Recovery	WVWFA71F68V [REDACTED]			inquiry 409416 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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***** Email to service@alexandriavw.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: WVWFA71F68V [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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MANNAE	07/28/2009 05:24:55 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 409416 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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***** Email to service@alexandriavw.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: WVVBA71F08V [REDACTED]

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

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Vance Istifo
(248) 754-3310

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/23/2009 01:55:46 PM	Call From Pete D'Alessandro		409416		
		Service Manager advised that the customer needs a mechatronic and current ETA is second week of August, customer is in his vehicle, has not asked for any Goodwill. CO to call customer.				
ISTIFOV	07/23/2009 01:58:34 PM	Assigned To MANNAE				
		CO to call customer.				
ABDULAM	07/30/2009 11:49:16 AM	Call To [REDACTED]				
		Phone number is inoperable. CO to call dealer.				
ABDULAM	07/30/2009 11:50:23 AM	Call To Pascal		409416		
		Service Advisor states part arrived at Dealer and Customer has an appointment for Monday. 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]	090180811	Customer Relations	WVWBA71F88V [REDACTED]	13,000		
CLAYTOY	07/23/2009 09:50:11 AM	Call From [REDACTED]				Complaint 420158 Pr. Part: 3735-Automatic transmission Pr. Rsn: 95J Length of time for repairs
<p>Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 3 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues for the transmission; No additional warranty/Service contract; current symptoms transmission hesitates and slips; Customer is seeking/expecting to get the vehicle repaired and to get a loaner vehicle and tow the vehicle to the nearest dealer. ; working with Dave who called to advise the transmission needs to be replaced but dealer 420100 is closing as VW dealer by the end of the month and they refuse to work on her vehicle. Customer states she cannot believe dealer 420100 had her vehicle for 5 days and refuse to repair the transmission. Customer states dealer 402100 advised the nearest VW dealer is dealer 420158 . Customer states dealer is over hour away from the dealer; this customer perceives this to be a premature failure. CO advised the customer a RCM would call the customer by the COB on 7-24-09. Customer states this is fine. Customer states even if she missed VW CCC call she still wants VW to tow the vehicle to dealer 420158 for repair. CO to assign to RCM.</p>						Complaint Part: 3735-Automatic transmission Rsn: 38A Towing
CLAYTOY	07/23/2009 09:59:58 AM	Assigned To CCC				Inquiry Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 71B Other Cust. Sat. Service
<p>Please call the customer by the COB on 7-24-09 on cell phone number. Customer states dealer 42100 had the vehicle for 5 days and today called and said they are closing by the end of the month and will not repair the vehicle. customer states dealer 420100 did advise the transmission needs to be replaced and the customer should take the vehicle to nearest VW dealer which is dealer 420158. Customer states is seeking VW to tow the vehicle to dealer 420158 regardless if VW speak with the customer or not. Customer is also seeking a rental vehicle. Customer states dealer 420100 had the vehicle three time for transmission concerns and she purchased three VW'S from dealer 420100 and she cannot believe they will not repair the transmission prior to the end of the months. RCM to follow up.</p>						Complaint 420100 Part: 3735-Automatic transmission Rsn: T03 Auto/Hybrid - Slips/shifts erratically
ZEHELD	07/23/2009 11:37:55 AM	Assigned To CONLINR				Complaint 420100 Rsn: 11K Dealer Opted Not to Assist

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CONLINR	07/23/2009 12:46:17 PM	E-Mail To Doug Decker		420100		

***** Email to dougd@hmtrs.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: WVVBA71F88V [REDACTED]

Reason for Inquiry: Customer states they are experiencing transmission concerns and Dealer refuses to repair Vehicle, or have Vehicle towed to a different Dealer.

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

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

Thank you in advance for your help.

Ryan Conlin
(248) 754-3428

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RCM to wait Dealer email

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>
CONLINR	07/23/2009 01:22:00 PM	E-Mail From Doug Dekker		420100		<p>. we have diagnosed concern-techline reference# 480818-has been escalated to technical engineer Chris Gerhke with VW. No response or direction has been recieved to date. Vehicle is drivable with harsh shifting symptoms. This dealer is completing the sale of the VW Franchise to another dealer - closing on July 30th</p> <p>We recommended customer take vehicle to another Dealer as after the date of july30th, we will not posses any VW scan tools, special tools, Elsa Web access or have the ability to order parts for repairs to this vehicle.</p> <p>We have offered to take vehicle to other dealer for customer.</p> <p>Doug Decker RCM to call Customer</p>
GHIDROA	07/23/2009 05:59:23 PM	Return Call From [REDACTED]				<p>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 trasnfer the call.</p>
GHIDROA	07/23/2009 06:00:59 PM	Transfer To Ryan				<p>CA transfers call into RCM voicemail. RCM to continue the conversation with customer.</p>
CONLINR	07/23/2009 06:14:37 PM	Voice Mail From [REDACTED]				<p>Customer states Vehicle has been down 21 days for repairs; Dealer 420100 towed Vehicle to a different Dealer who advised they will not be able to look at Vehicle for another week. RCM to call Customer</p>
CONLINR	07/23/2009 06:44:17 PM	Call To [REDACTED]				<p>RCM advised seeking to discuss Customer concers. Customer states will have mother call back. RCM to wait Customer call</p>
CLAYTOY	07/24/2009 12:15:29 PM	Return Call To [REDACTED]				<p>Customer states she is returning the RCM call. CA advised the customer the CA would transfer the cutosumer to RCM phone line if the RCM is not available then the customer could leave a voicemail message. CA transfer call.</p>
CLAYTOY	07/24/2009 12:17:43 PM	Transfer To [REDACTED]				<p>Transfer to RCM.</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>
CONLINR	07/24/2009 12:21:52 PM	Continued Comment With [REDACTED]				
		Customer states: Vehicle was towed to Dealer 420158; Dealer has advised they will be unable to diagnose and repair Vehicle until 1-2 weeks from now; Customer needs a rental as she just started a new job. RCM advised Customer of normal rental policy; advised VW will assist with up to \$25 a day as goodwill until diagnosis takes place; RCM will call Dealer to make aware. RCM to call Dealer				
CONLINR	07/24/2009 12:27:01 PM	Call To Josh		420100		
		RCM advised VW will assist with up to \$25 a day towards a rental as goodwill until repairs take place. SA states: repairs will take place early next week; rentals cost \$30 through enterprise; will be able to obtain a rental for Customer today. RCM advised VW will assist with \$30 a day towards rental as goodwill until normal rental policies take over. RCM to call Customer				
CONLINR	07/24/2009 12:29:37 PM	Call To [REDACTED]				
		RCM advised: have spoken with Dealer; Dealer will be able to provide a rental to Customer today; VW will assist with up to \$30 a day as goodwill as this is what the rental agency charges; Customer should contact Dealer to pick up rental. No further action				
ALEXANLA	08/04/2009 03:36:56 PM	Call From [REDACTED]				
		Customer states seeking to speak with RCM. CA seeking to know if Customer has an update that she wishes to provide. Customer states that it has been two and a half weeks today since dealer has had her vehicle and dealer still hasn't begun to make any repairs to the vehicle; states dealer is still discussing what they are going to do; states Dealer 420100 no longer is a VW dealer so the vehicle was sent to Dealer 420158 a week and a half ago; states no longer wants the vehicle. CA advised Customer that the update will be noted for RCM to research the status of repairs and Customer request and RCM will follow up on [REDACTED] by COB tomorrow 8/5. Customer acknowledged. RCM to research.				
ZEHELD	08/04/2009 08:06:59 PM	Voice Mail To Rich Frizzell		420158		
		RCM LMTRMC. RCM to wait Dealer 420158 call.				
ZEHELD	08/05/2009 12:37:10 PM	Return Call From Rich Frizzell		420158		
		Service Manager states Dealer 420100 closed and vehicle was shipped over to Dealer 420158 a week ago; has been at Dealer 420158 for two weeks; Customer is in a rental; spoke with FOM about vehicle; waiting for a call from QTM; tiptronic valve body was already replaced once on the vehicle; doesn't want to do the same repair as he feels it will not address the issue; will call RCM before COB today with any field communication updates. RCM to e-mail FOM.				

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ZEHELD	08/05/2009 12:44:41 PM	E-Mail To Harald Gomez				
		Hi Harald -				
		I spoke with Rich Frizzell today about this customer. The vehicle has been down for quite some time and was shipped from 420100 to 420158 two weeks ago. Rich advised that the tiptronic valve body has been replaced on the vehicle already and the concerns have not been addressed. He has been waiting for a call from the QTM. Are we going to get the QTM out to the dealer or can we resolve these issues over the phone. Rich is hesitant on putting in another valve body that may not address the issue. Rich will be calling me today with an update. Let me know if you have any information.				
		Thanks!				
		RCM to wait FOM e-mail / Dealer 420158 call.				
ZEHELD	08/05/2009 02:02:59 PM	E-Mail From Harald Gomez				
		Hello Darrel. The QTM is in Arizona at the moment and will be at the dealership on Friday.				
		RCM to wait Dealer 420158 call.				
DUBROCN	08/05/2009 08:22:33 PM	Call To Jerry Jr (son)				
		CA LM with Other advising that CCC is still researching her concerns and we will follow up by the COB on 8/7. RCM to wait Dealer call.				
ZIEHMEC	08/06/2009 01:44:04 PM	Voice Mail To Richard		420158		
		RCM advised Service Manager that RCM is seeking an update. RCM to wait Service Manager call.				
ZEHELD	08/07/2009 02:07:39 PM	Voice Mail To Rich Frizzell		420158		
		RCM LMTRMC. RCM to wait Dealer 420158 call.				
ZEHELD	08/07/2009 06:43:03 PM	Voice Mail From Rich Frizzel		420158		
		Service Manager LVMM; advised QTM came out and inspected the vehicle; replacing the clutch that controls gears 1/3/5; expects parts by the middle of next week and hopes to have vehicle fixed by the end of the week; has provided Customer with an update. RCM to call Customer.				

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MANNAE	08/07/2009 06:55:29 PM	Call To [REDACTED]				
	RCM backup advised following up to advise we have spoken with dealership and understand they have also spoken with customer, advised will continue to follow up and will follow up with customer by COB Thursday 8-13-09 hoping repairs have been completed. Customer states when she speaks with RCM on Thursday 8-13-09 wants some restitution as vehicle will have been down 4 weeks for current repair. RCM backup inquired what customer was seeking. Customer states seeking a vehicle payment. RCM backup advised can review customer request with no guarantee VW will meet request, however will have decision also once we call her on Thursday, as at that time we should have down time. RCM to follow up 8-13-09.					
CONLINR	08/10/2009 03:53:24 PM	Note To CCC				
	Parts are not expected until the middle of the week. RCM to follow up with Dealer on 8-12-09.					
CONLINR	08/12/2009 12:30:49 PM	Call To Rich Frizzell		420158		
	RCM advised seeking update. SM states: parts have all arrived; expects Vehicle to be repaired by 8-13-09 COB; spoke with FOM who wants SM to offer 1 month Vehicle payment, however Customers Vehicle is paid off and SM is looking for further direction. RCM advised will call FOM to seek next step and then call SM back. RCM to call FOM					
CONLINR	08/12/2009 12:35:21 PM	Call To Harald Gomez				
	RCM advised FOM spoke with SM, and Customers Vehicle is paid off so a Vehicle payment is not possible to process. FOM states VW can offer Customer a monetary amount to go on a vacation or shopping spree, ect. RCM advised will offer Customer \$500 to use on a shopping spree. RCM to call Dealer					
CONLINR	08/12/2009 12:43:35 PM	Call To Rich Frizzell		420158		
	RCM advised VW will be offering Customer \$500 to use towards a shopping spree or summer vacation. SM states: will contact Customer and make offer, will Dealer be sending out check? RCM advised RCM will follow up with Customer after SM has spoken with her, and VW will issue the check from CCC. RCM to call Customer					
CONLINR	08/12/2009 05:31:04 PM	Voice Mail To [REDACTED]				
	LVMM RCM advised update available; provided CCC number. RCM to wait Customer call					

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CONLINR	08/13/2009 12:22:33 PM	Call To	[REDACTED]			
						RCM advised: following up with Customer; seeking to know if Customer has spoken with Dealer. Customer states spoke with Dealer; was offered \$500 towards a shopping spree or summer vacation as well as a free detailing; Customer accepts offer. RCM advised will generate check which will take 4-6 weeks. RCM to generate check
CONLINR	08/13/2009 12:27:29 PM	Note To CCC				
						RCM generated the following check request: WVWBA71F88V [REDACTED] [REDACTED] [REDACTED] VW to generate check to send Customer on shopping spree due to inconveniences. total = \$500 wait for check
CR_BATCH	08/22/2009 04:00:39 AM	Note To CONLINR				
						Check # 70929531 for amount \$ 500.00 mailed on 08/21/2009

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 CASE NUMBERS SOURCE: All

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

2008 Eos 2.0L

██████████ 090180815 Recovery WVWBA71F38V ██████████

inquiry 401052
 Pr. Part: 3885-Mechatronics
 Pr. Rsn: 81K Mechatronics
 Outbound

MULLINT 07/23/2009 09:49:35 AM E-Mail To Michael Kandalaft 401052

Good Morning Michael,

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 #: WVWBA71F38V ██████████ ██████████
 VIN #: WVWFA71F48V ██████████ ██████████

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,

Tronda Mullins
 VWoA Customer Care Center
 Eastern Regional Case Manager
 Area's 5 & 7
 (248) 754-3364

Please consider the environment before printing this e-mail

RCM to wait dealer email.

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

09/23/2009

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ZIEHMEC	08/05/2009 01:07:28 PM	Note To CCC				
No further action						

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VOLKSWAGEN OF AMERICA, INC.
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2008 Eos 2.0L [REDACTED]	090180902	Recovery	WVWFA71F48V [REDACTED]			
MULLINT	07/23/2009 11:13:06 AM	E-Mail To Michael Kandalaft		401052		inquiry 401052 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

Good Morning Michael,

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 #: WVWBA71F38V [REDACTED]

VIN #: WVWFA71F48V [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,

Tronda Mullins
VWoA Customer Care Center
Eastern Regional Case Manager
Area's 5 & 7
(248) 754-3364

Please consider the environment before printing this e-mail

RCM to wait dealer email.

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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ZIEHMEC	08/05/2009 01:07:52 PM	Note To 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

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

2008 Eos 2.0L

██████████ 090180967 Recovery WVWBA71F98V ██████████

inquiry 403089
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

NARDONP 07/23/2009 12:57:47 PM E-Mail To Paul Stec 403089

Paul,

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): WVWBA71F98V ██████████

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

Wait Dealer 403089 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	07/24/2009 09:41:18 AM	E-Mail To Paul		403089		
	Customer is currently on vacation in Fla. Returning 07/29/09					
	Vehicle is at our dealership and customer has had no need of loaner yet. No goodwill has been offered yet.					
	ETA of part is 5 weeks from 07/10/09					
	Part sales doc # 1005831556					
	Paul Stec Service Manager RCM to assign to CO					
CAMPOSA	07/24/2009 09:41:46 AM	Assigned To MANNAE				
MANNAE	07/31/2009 11:39:40 AM	Call To [REDACTED]				
	CO left message with daughter Rachel advising of call and apologizing for her inconvenience, dealership is taking right steps to address her concerns, invited customer to call with any questions. 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]	090180974	Recovery	WVWBA71F68V [REDACTED]			
NARDONP	07/23/2009 01:08:46 PM	E-Mail To Bill Fliehman		403163		
Bill,						inquiry 403163 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.

VIN(s): WVWBA71F68V [REDACTED]

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

Wait Dealer 403163 email.

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

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 11:25:18 AM	Call To Lynn		403163		
		Service Advisor states: customer is not in a rental/loaner; no ETA on part has been provided; no goodwill has been extended at this time. RCM to assign to CO.				
CAMPOSA	07/28/2009 11:26:36 AM	Assigned To MANNAE				
MANNAE	07/31/2009 11:52:13 AM	Call To [REDACTED]				
		CO advised following up to apologize for inconvenience with back order part, advised dealership has made VWoA aware of her concerns and dealership is taking right steps to address customer concerns. Customer states dealership has called to advise part is in and will be taking vehicle to dealership on Monday to have repairs completed, is fine with driving her vehicle. No further action.				

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

09/23/2009

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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]	090180980	Recovery	WVWBA71F18V [REDACTED]			inquiry 403300 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/23/2009 01:15:11 PM	E-Mail To Richard Kleist		403300		

Richard,

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):

WVWBA71F18V

3VWRJ71K58M

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

Wait Dealer 403300 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	07/24/2009 09:51:33 AM	E-Mail From Rick		403300		
						1.Yes (rental) 2.No-Vehicle under warranty (no goodwill) 3.expect 4-5 weeks,we will call when part arrives 4.None (additional information) RCM to assign to CO
CAMPOSA	07/24/2009 09:52:11 AM	Assigned To MANNAE				
MANNAE	07/31/2009 11:57:05 AM	Call To [REDACTED]				CO called and it was wrong number. CO to call dealer.
MANNAE	07/31/2009 12:06:46 PM	Call To Bill		403300		SA states part came in and vehicle is repaired, this is an employee of [REDACTED] who is driving vehicle, can't locate phone number, will call CO if is able to locate phone number. 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]	090180983	Recovery	WVWBA71F88V [REDACTED]			inquiry 403311 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/23/2009 01:18:58 PM	E-Mail To Terry Metz		403311		

Terry,

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):

3VWRJ71K68M

WVWBA71F88V

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

Wait Dealer 403311 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>
CAMPOSA	07/28/2009 10:21:22 AM	Call To Gary	403311			
Service Advisor states: part came in; customer to be contacted today. 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]	090180989	Recovery	WVWFA71F58V [REDACTED]			
NARDONP	07/23/2009 01:27:49 PM	E-Mail To Bob Perry		424125		inquiry 424125 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.

VIN(s): WVWFA71F58V [REDACTED]

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

Wait Dealer 424125 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	07/24/2009 09:55:39 AM	E-Mail From Bob		424125		
<p>PETE,</p> <p>THIS CUSTOMER IS IN THE PROCESS OF MOVING TO NEW BRAUNFELS, TX OUTSIDE OF SAN ANTONIO. SHE IS NOT IN A RENTAL VEHICLE. WE INFORMED HER THAT WE HAD THE PART ORDERED AND IT WAS DUE HERE AROUND AUGUST 7TH. SHE ASKED IF WE COULD FORWARD THE PART TO A DEALER IN SAN ANTONIO. WE INFORMED HER WE WOULD TRY TO IF OK'D BY VW.</p> <p>BOB PERRY RCM to email Dealer.</p>						
CAMPOSA	07/24/2009 09:57:14 AM	E-Mail To Bob		424125		
<p>Good Morning Bob,</p> <p>Absolutely, we will forward the mechatronics part to the dealership in her new area. That is not a problem!</p> <p>Best Regards, Ann Camposeo Central Regional Case Manager Volkswagen Customer CARE 248-754-3242 RCM to assign to CO</p>						
CAMPOSA	07/24/2009 09:57:32 AM	Assigned To MANNAE				

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	07/28/2009 08:34:40 AM	E-Mail From Bob		424125		
From: Bob Perry [mailto:bperry@suntrup.com] Sent: Monday, July 27, 2009 3:02 PM To: Nardone, Pete Subject: RE: mechatronics Unit						
PETE,						
THE CUSTOMERS MEGATRONICS CAME IN TODAY AND SHE IS COMING IN ON TUESDAY MORNING TO HAVE IT INSTALLED. SHE LEAVES ON THURSDAY MORNING FOR TEXAS. SO I BELIEVE WE ARE GOLDEN.						
CUSTOMER VIN IS 8V [REDACTED] CO to review and close.						
MANNAE	07/28/2009 09:12:27 AM	Note To ccc				
CO reviewed case. 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]	090180998	Recovery	WVWBA71F68V [REDACTED]			inquiry 424154 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	07/23/2009 01:34:29 PM	E-Mail To James Horton		424154		

James,

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):

3VWRJ71K78M [REDACTED]
3VWRJ71K28M [REDACTED]
WVWBA71F68V [REDACTED]

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

Wait Dealer 424154 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>
CAMPOSA	07/24/2009 09:39:52 AM	E-Mail From Jim		424154		
		Vin V [REDACTED] Rental for 2 weeks, no goodwill, no ETA. RCM to assign to CO				
CAMPOSA	07/24/2009 09:40:12 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 02:01:02 PM	Note To ccc phone number is disconnected. CO to call dealer.				
ABDULAM	07/31/2009 02:02:35 PM	Call To Rick		424154		
		Service Advisor states vehicle has been repaired. 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]	090181015	Customer Relations	WVWFA71F48V [REDACTED]	20,665		
EDWARDAM	07/23/2009 01:18:12 PM	Call From Gordy Wagner (DLR Principi				408157 Inquiry Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
		DP advised Customer's vehicle has been down about 3-4 weeks now waiting on the mechatronics unit; he is currently in a rental vehicle, but is not happy about the length of time it's taking; seeking if there is anything VW can do for the customer. RCM advised we have a process for this and did not see this VIN # as part of that list; will establish a case to provide to our team that is making outbound calls to the customer; seeking if any goodwill has been provided to this customer. DP advised not at this time. RCM advised Customer will receive a call from CCC and we can offer a vehicle payment for the downtime. RCM to assign to CO.				408157 Suggestion Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 67B 20K Cust Sat. Service
EDWARDAM	07/23/2009 01:59:03 PM	Assigned To MANNAE				
ABDULAM	07/28/2009 01:20:00 PM	Call To [REDACTED]				408157 Suggestion Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
		Customer states he has complained about this vehicle concern for about 7-8 weeks and his vehicle has been down 4-5 weeks. Customer states he is paying for a hard top convertible and he is currently in a Nissan Sentra. Customer states he put 3k miles on the Nissan as he drives a 150 miles to see his kids. Customer states he is only getting 15 miles/gallon and this vehicle is costing him money. Customer states his vehicle has 20k miles and needs a new oil change. CO advised VW will cover one month vehicle payment and his next oil change while vehicle is at the Dealer. Customer seeking an upgraded rental. CO advised VW may not be able to meet that request, but will discuss with Service Manager. Customer seeking specific ETA on part. CO advised CO will contact Dealer to obtain specific ETA. CO advised to fax vehicle payment to 6504. Customer states payment is \$410/month and is due 8/7. CO advised to make that payment as it takes 7-10 days to process. CO advised CO will contact Customer by tomorrow. CO to call Dealer 408157.				
ABDULAM	07/28/2009 01:32:47 PM	Voice Mail To Jeff				408157
		CO LMTRMC. Wait Service Manager call.				
WILLIAC2	07/28/2009 01:52:07 PM	FAX From [REDACTED]				
		Fax 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>
ABDULAM	07/29/2009 09:54:23 AM	Voice Mail To Jeff		408157		
		CO LMTRMC. Wait Service Manager call.				
ABDULAM	07/29/2009 11:18:37 AM	Call To Jeff		408157		
		Service Manager states part has not arrived, but ETA when parts are being filled is 8/7, but his rep advised him that parts were being filled by End of July. CA advised Service Manager that VW is paying for Customer oil change and to fax Repair Order to 6504 and CA will reimburse Dealer by EFT. CA to call Customer.				
ABDULAM	07/29/2009 11:21:49 AM	Note To ccc				
		VW already provided Customer with vehicle payment and oil change, VW is unable to provide Customer with upgraded rental.				
ABDULAM	07/29/2009 11:23:36 AM	Call To [REDACTED]				
		CA advised that part ETA is 8/7. CA advised that VW advised Dealer that we are covering his oil change and vehicle payment should be processed. CA advised to make his next payment and VW will cover the following month (September). CA advised that VW is unable to provide Customer with upgraded rental. Customer thanked CA. RCM to generate check request.				
EDWARDAM	07/29/2009 11:34:06 AM	Assigned To EDWARDAM				
		RCM reassigned to generate check.				
EDWARDAM	07/29/2009 11:34:51 AM	Note To check request				
		Account #: [REDACTED]				
		Name: [REDACTED]				
		Type: Retail Loan				
		VIN #: WVVFA71F48V [REDACTED]				
		Base Monthly Payment \$410.45				
		851015175 WVVFA71F48V [REDACTED] VW to credit one month's payment due to length of time for mechatronic unit parts.				
		Total = \$410.45				
		RCM to wait 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	08/01/2009 04:00:28 AM	Note To EDWARDAM				
	Amount for \$ 410.45 was Posted on 07/31/2009. AP reference number: 40040004					
ARMITAR	08/05/2009 05:48:41 PM	FAX From 408157		408157		
	Fax in doc center.					
EDWARDAM	08/06/2009 08:11:55 AM	Note To EFT				
	WVWFA71F48V [REDACTED] VW to reimburse Dealer 408157 for oil change. Total = \$101.12					
	RCM to wait for check.					
CR_BATCH	08/14/2009 04:00:32 AM	Note To EDWARDAM				
Mr. John Davis	090181061	Customer Relations	WVWFA71F58V			
PABSTM	07/23/2009 01:43:33 PM	E-Mail To Brandon Beck		406482		
	RCM sent Mechatronics email. RCM to wait email from dealer 406482.					
PABSTM	07/23/2009 02:39:36 PM	E-Mail From brandon beck		406482		
	This customer has traded his vehicle in for another vehicle at Garnett VW					
	Brandon Beck					
	Service Manager Wynn Volkswagen 2021 W Main Street Norristown, PA 19403 610-539-1100 bbeck@thewynngroup.com RCM to update spreadsheet. No further action.					
						Complaint 406482 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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]	090181073	Recovery	WVWBA71F88V [REDACTED]	9,000		inquiry 401404 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT	07/23/2009 01:56:05 PM	E-Mail To Mac		401404		

(RCM also CC'd FOM Mark Watson in the e-mail).

ACTION REQUIRED: Mechatronic update - 401404

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: WVWBA71F88V [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.

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.

Therese Szymanski
 VWoA Customer CARE Center
 Eastern Region Case Manager

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Volkswagen of America 3499 West Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3699 mailto:therese.szymanski@vw.com						
Wait dealership response.						
SZYMANT	07/23/2009 02:39:58 PM	E-Mail From Mac		401404		
Hi Therese, The customer is not in a loaner(he owns a used car lot), no goodwill has been offered, 8 to 14 days, customer is ok with wait. Mac RCM to alert CO.						
SZYMANT	07/23/2009 02:43:29 PM	Assigned To MANNAE				
MANNAE	07/28/2009 07:27:33 PM	Call To [REDACTED]				
CO advised following up in regards to Mechatronics part on order for his vehicle, apologized for inconvenience and inquired if customer was seeking a loaner at this time. Customer states vehicle is at dealership he doesn't need a loaner as he owns a used car lot, ok with time for part, seeking to know if tire is covered under warranty because tire has a bulge in sidewall. CO advised dealership maybe verifying warranty coverage with tire manufacturer as they hold the warranty on tire. 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]	090181093	Recovery	WVWFA71F78V [REDACTED]			
CONLINR	07/23/2009 02:13:17 PM	Note To CCC				
	RCM to send Mechantronic email to Dealer					inquiry 422207
CONLINR	07/23/2009 03:23:00 PM	E-Mail To Ken Howey		422207		Pr. Part: 3885-Mechatronics
	ACTION REQUIRED: Mechatronic update -					Pr. Rsn: 81K Mechatronics
						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: WVWFA71F78V [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 03:48:55 PM	E-Mail From Ken Howey		422207		
<p>Hello Ryan,</p> <p>The vehicle is not in the shop at this time.</p> <p>No rental at this time. No goodwill at this time. Volkswagen has no ETA at this time.</p> <p>Ken Howey RCM to assign to point of contact</p>						
CONLINR	07/23/2009 03:49:27 PM	Assigned To MANNAE				
CO to review						
MANNAE	08/04/2009 04:21:05 PM	Voice Mail To Ms. [REDACTED]				
<p>CO attempted to call home number and it's wrong number, left message at business number. 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.</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>
2008 Eos 2.0L [REDACTED]	090181094	Recovery	WVWBA71F68V0 [REDACTED]			inquiry 409102 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/23/2009 02:14:43 PM	E-Mail To Paul Staub		409102		

***** Email to staubp@fitzmall.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: WVWBA71F68V [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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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	07/24/2009 08:28:39 AM	Return Call From Paul Staub		409102		
		Service Manager advised the customer is in their own vehicle and the ETA for the part is the second week of August, customer has not asked for any compensation. RCM to assign to CO to call customer.				
ISTIFOV	07/24/2009 08:32:53 AM	Assigned To MANNAE				
		CO to call customer.				
MANNAE	08/04/2009 12:39:11 PM	Call To [REDACTED]			MOM	
		CO called and spoke with mother [REDACTED] as customer was at work and provided Cell number to call customer. CO to call customer.				
MANNAE	08/04/2009 12:43:47 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090181115	Recovery	WVWBA71FX8V [REDACTED]			inquiry 401080 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

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

SZYMANT 07/23/2009 02:20:27 PM E-Mail To Ronnie Sousa (assistant SM) 401080
(RCM also CC'd FOM George Kaniwec and Service Manager Joe Warner)

ACTION REQUIRED: Mechatronic update - 401080

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: WVVBA71FX8V [REDACTED]

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

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

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

Thank you in advance for your help.

Therese Szymanski
VWoA Customer CARE Center
Eastern Region Case Manager

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

Phone: 248-754-3699

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
mailto:therese.szymanski@vw.com						
		RCM to wait dealer 401080 response.				
MULLINT	07/27/2009 10:18:22 AM	E-Mail From Ronnie Sousa		401080		
		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? Aug. 13th/14th 4) Other pertinent information that you think we should be aware of? Customer is aware that the part is on backorder and was ok waiting till part comes in. He was still able to drive car till part comes in. RCM to assign to CO.				
MULLINT	07/27/2009 10:19:58 AM	Assigned To MANNAE				
		Reassigned for handling.				
ABDULAM	07/29/2009 02:12:48 PM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that delay was due to a Backorder part. CO advised ETA is either 8/7 or 8/14. Customer states he is not in a loaner is afraid that he can cause more damage to the vehicle. CO advised he is not causing more damage to the vehicle, but if Customer wants a loaner he can request that from Dealer or VW. Customer states he will contact us or the Dealer if he needs a loaner. 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]	090181126	Recovery	WVWFA71F78V [REDACTED]			inquiry 401057 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT	07/23/2009 02:25:05 PM	E-Mail To Patrick Collins		401057		

(RCM also copied FOM George Kaniwec)

ACTION REQUIRED: Mechatronic update - 401057

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: WVVFA71F78V [REDACTED]

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

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

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

Thank you in advance for your help.

Therese Szymanski
 VWoA Customer CARE Center
 Eastern Region Case Manager

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

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>
Phone: 248-754-3699 mailto:therese.szymanski@vw.com Wait dealer e-mail.						
PABSTM	07/27/2009 11:57:53 AM	E-Mail From patrick Collins	401057			
The part was just received we will contact the customer right away to get this repaired and also provide them with a loaner car. RCM to Email to dealer 401057.						
PABSTM	07/27/2009 12:05:28 PM	E-Mail To Patrick collins	401057			
Glad to hear it, If you need anything from CARE let us know.						
	090181149	Recovery	WVWBA71F88V			
HAWLEYD	07/23/2009 02:36:01 PM	E-Mail To Cindy Goglia	408230			inquiry 408230 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
RCM sent e-mail to service manager. RCM waiting for service manager e-mail.						
HAWLEYD	07/24/2009 08:55:48 AM	E-Mail From Cinday Goglia	408230			
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner? No both						
2) Have you offered any goodwill? No						
3) What part arrival time has been communicated to the customer? We are told should be by the end of the month, has usually been anywhere from 3wks to month and a half to receive parts						
4) Other pertinent information that you think we should be aware of? No						
ABDULAM	07/29/2009 01:04:08 PM	Voice Mail To				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

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

<u>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]	090181165	Recovery	WVWBA71F18V [REDACTED]			
SMITHN	07/23/2009 02:46:15 PM	Assigned To HEARNSN				
	RCM to send mechatronic email to dealer 409226.					inquiry 409226 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 07/28/2009 11:37:19 AM E-Mail To Tim 409226

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: WVWBA71F18V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
248-754-3577

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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>
ZIEHMEC	07/28/2009 11:37:40 AM	Assigned To MANNAE				
		RCM assigned to CO.				
ZIEHMEC	07/28/2009 01:07:18 PM	E-Mail From Tim		409226		
		Customer has only been advised that there is a part shortage at this time. No goodwill has been offered and customer is currently driving the vehicle. CO to call customer.				
ZIEHMEC	07/28/2009 02:15:23 PM	E-Mail From Tim		409226		
		P.S. THE PART HAS ARRIVED. WE WILL BE CALLING THE CUSTOMER SHORTLY TO SCHEDULE REPAIRS.				
		Click here for Online Appointment System				
		Timothy A. Marshall Service Manager Frema Motors 1112 Sunburst Drive Goldsboro, N.C. 27534 tmarshall@fremamotors.com				
		(919)778-1010 (800)831-0205 FAX (919)778-0637 VW Store 409226 Mazda Store 23227 No further action as parts have come in.				

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]	090181167	Recovery	WVWDB71F78V [REDACTED]			inquiry 409151 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>
ISTIFOV	07/23/2009 02:50:36 PM	E-Mail To Jason Aschenbach		409151		

***** Email to jaschenbach@kingauto.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: WWWDB71F78V [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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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	07/23/2009 03:50:26 PM	E-Mail From Jason Aschenbach		409151		
<p>Is the customer in a rental or loaner? The customer is in a enterprise rental vehicle.</p> <p>Have you offered any goodwill? We have no offered any goodwill. The customer is only in for the megatronics unit, no customer pay items.</p> <p>What part arrival time has been communicated to the customer? The part arrival time that has been communicated 08/07.</p> <p>Other pertinent information that you think we should be aware of? The customer was not happy she had to drive an enterprise car. She was originally given a Kia Rio by Enterprise, we had them switch her into a VW Jetta instead, they do not offer an VW Eos'.</p> <p>Please review and advise me of the vehicle's status: King VW ordered the part on 7/1/09. The customer felt unsafe driving the car, so we transitioned her an VW Jetta enterprise rental.</p> <p>Let me know if you need any additional information</p> <p>Sincerely,</p> <p>Jason Aschenbach Service Manager 240-403-2328 CO to call customer.</p>						
ISTIFOV	07/23/2009 03:50:49 PM	Assigned To MANNAE				
CO to call customer.						
ABDULAM	07/29/2009 11:29:47 AM	Call To Brad		409151		
Service Advisor stats part came in yesterday and vehicle is repaired and Customer is picking up vehicle today. 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]	090181172	Recovery	WVWBA71F18V [REDACTED]			
SMITHN	07/23/2009 02:49:49 PM	Assigned To HEARNSN				
RCM to sent mechatronic email to Dealer 409231.						inquiry 409231 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	07/28/2009 11:40:24 AM	E-Mail To Jeff		409231		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F18V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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ZIEHMEC	07/28/2009 11:40:52 AM	Assigned To MANNAE				
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RCM assigned to CO.

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>
ABDULAM	07/29/2009 04:36:24 PM	Voice Mail To	██████████			
<p>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.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L						
	090181174	Recovery	WVWFA71F88V			
HAWLEYD	07/23/2009 02:51:52 PM	E-Mail To Dave Brodtman		408258		inquiry 408258 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to the service manager. RCM waiting for service manager e-mail.				
HAWLEYD	07/24/2009 08:49:08 AM	E-Mail From Dave Brodtman		408258		
		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? - 8/07/09 4) Other pertinent information that you think we should be aware of? -No				
ABDULAM	07/29/2009 11:46:44 AM	Voice Mail To Jenny		408258		
		CO LVMM seeking Customer contact information. Wait Dealer call.				
ABDULAM	07/29/2009 01:35:37 PM	Voice Mail From Jenny		408258		
		Service Advisor LVMM. CA to call Service Advisor.				
ABDULAM	07/29/2009 01:36:09 PM	Voice Mail To Jenny		408258		
		CO LMTRMC. Wait Dealer call.				
MANNAE	08/03/2009 10:19:44 AM	Call To Jenny		408258		
		DP states same number listed and driver is Ed and doesn't have last name. CO to call customer.				
MANNAE	08/04/2009 01:19:09 PM	Voice Mail To Ed Griffin				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090181175	Recovery	WVWBA71F58V [REDACTED]			inquiry 409151 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/23/2009 02:52:59 PM	E-Mail To Jason Aschenbach		409151		

***** Email to jaschenbach@kingauto.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: WVWBA71F58V [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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

<u>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	07/24/2009 09:27:28 AM	E-Mail From Jason Aschenbach		409151		<p>Reason for Inquiry: At your earliest convenience, please review and respond to the following questions: Is the customer in a rental or loaner? The customer is not in a rental or a loaner. Have you offered any goodwill? No. What part arrival time has been communicated to the customer? 8/17/09 Other pertinent information that you think we should be aware of? The vehicle is here listed under a dealership, Rosenthal Acura.</p> <p>Please review and advise me of the vehicle's status. Waiting on parts. RCM to assign to CO to call customer.</p>
ISTIFOV	07/24/2009 09:31:52 AM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/29/2009 01:13:15 PM	Voice Mail To Ms Borruso				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]	090181176	Recovery	WVWBA71F98V [REDACTED]			
BALDWIA	07/23/2009 02:51:56 PM	Note To CCC				
	RCM to email SM regarding customer's part concern.					inquiry 425019
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

ZIEHMEC 07/28/2009 12:18:09 PM E-Mail To Steve 425019

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: WVWBA71F98V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer

248-754-3577

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/28/2009 12:19:53 PM	Assigned To MANNAE				RCM assigned to CO.
ABDULAM	07/29/2009 04:57:24 PM	Assigned To BALDWIA				Please follow up with dealer.
ZIEHMEC	08/03/2009 12:29:36 PM	Call To David		425019		RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part came in; vehicle repaired; was in rental for 26 days; no goodwill. 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]	090181189	Recovery	WVWFA71F28V [REDACTED]			
SMITHN	07/23/2009 03:00:05 PM	Assigned To HEARNSN				
	RCM to send mechatronic email to Dealer 409217.					inquiry 409217 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 07/28/2009 11:46:07 AM E-Mail To Rick 409217

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: WVWFA71F28V [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.

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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>
ZIEHMEC	07/28/2009 11:47:12 AM	Assigned To MANNAE				
	RCM assigned to CO.					
ZIEHMEC	07/29/2009 11:07:56 AM	E-Mail From Rick		409217		
	customer was offered loaner if she felt she did not want to drive her car, but she has the option we have been in contact with here and have advised her we will be making a car payment for her when repairs completed, yes she has been advised on arrival date of aug 10th at this time thanks rick brown service dir					
	CO to call customer					
MANNAE	08/04/2009 01:21:15 PM	Voice Mail To Mr. Donovan				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F.					
	090181211	Recovery	WVWBA71F48V			
PABSTM	07/23/2009 03:16:36 PM	Call To Tony V		406401		Complaint 406401
	Service Manager advised the customer is not in a rental, has been offered goodwill, has been given a time frame and no other comments. RCM to assign to CO.					
PABSTM	07/23/2009 03:17:33 PM	Assigned To MANNAE				Pr. Part: 3885-Mechatronics
ABDULAM	07/29/2009 11:14:02 AM	Call To Tony		406401		Pr. Rsn: 55J Outbound
	Service Manager states part is in the Dealer and vehicle should be repaired either today or tomorrow. Service Manager states Customer on vacation and will not return for a few days and vehicle will be repaired by the time Customer returns. Service Manager states Customer not been given Goodwill and no loaner as Customer wanted to drive their vehicle. 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]	090181220	Recovery	WVWBA71F28V [REDACTED]			
PABSTM	07/23/2009 03:21:01 PM	E-Mail To bill welsh		406403		Complaint 406403 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	RCM sent mechatronic email. RCM to wait email from dealer 406403.					
PABSTM	07/24/2009 04:24:36 PM	E-Mail From bill welsh		406403		
	Ms Sandra Cleveland: 08 Eos					
	<ol style="list-style-type: none"> 1. Ms Cleveland is in a loaner car 2. We have not offered any goodwill 3. The part was ordered 07/06/2009 and she knows that it will take 6 weeks or more 4. N/A RCM to assign to CO.					
PABSTM	07/24/2009 04:25:13 PM	Assigned To MANNNAE				
	CO to call the customer.					
ABDULAM	07/29/2009 01:22:16 PM	Call To Ms Cleveland				
	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 for part is 8/7. CO seeking to know if Customer is okay with the loaner. Customer states the loaner is great. 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]	090181233	Customer Relations	WVWFA71F18V [REDACTED]	10,842		
PABSTM	07/23/2009 03:28:51 PM	Call From ivon Brown		406434		Complaint 406434 Pr. Part: 3885-Mechatronics Pr. Rsn: 95J Length of time for repairs
Service Manager advised the customer wants to speak to the RCM, RCM advised will call customer back within 30 minutes, at 610-838-0020. Service Manager advised the customer is in a loaner, has been advised of the time frame. RCM advised will steer the customer back to dealer, as VWoA is working closely with the dealer, who can also offer payment goodwill once the car is repaired. RCM to call the customer.						
PABSTM	07/23/2009 03:46:39 PM	Call To [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
Customer states he is paying \$507 a month, wife wanted a VW convertible for the summer, since ownership, he's had trouble with the blower motor on the coldest day, the window didn't go down, the top put a nick in the side, he waited forever to get it all fixed, now there is the mechatronic, he has to drive a Chevy impala without the convertible. RCM advised the mechatronic is our highest priority, it is one of the few components customized to the VIN, it cannot be taken from another vehicle, or stocked in a parts depot, we appreciate his patience, we will be able to offer him goodwill once the car is repaired, and to stay in touch with the Service Manager at dealer 406434. No further action.						
PABSTM	08/10/2009 09:39:34 AM	Voice Mail From ivon brown		406434		
NOTE: voice mail retrieved late Friday, 8/7/09, that the Service Manager from dealer 406434 is out all next week, but the customers vehicle is repaired and the Service Manager wants to see how the vehicle payment reimbursement can be handled. Service Manager advised his cell # [REDACTED]. RCM to call dealer 406434.						
PABSTM	08/10/2009 09:43:38 AM	Call To John		406434		
Service Advisor advised the customer information to the RCM for locating the case, advised the best phone # to call the customer, 0020, and that the customer should be called in the afternoon, as she sleeps in the mornings after work. RCM advised will call the customer to advise reimbursing a payment, collect payment data and advise the Service Manager that this is being handled. RCM to call dealer 406434.						
PABSTM	08/10/2009 10:04:56 AM	Call To Ivon Brown		406434		
RCM advised the RCM will handle the vehicle payment to the customer. RCM 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

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PABSTM	08/10/2009 04:40:06 PM	Call To [REDACTED]				RCM advised assisting dealer 406434 with the reimbursement of the vehicle payment due to the EOS being at the dealer and asked for something showing the vehicle payment amount. Customer states the car is leased to VCI, the Service Manager promised him 2 payments, and advised the check would be sent directly to him, and that he prefers receiving the check that he can apply to his lease. RCM advised the check can be sent to the customer if he prefers, advised the case # and RH main fax #, and that checks are processed within 4-6 weeks, but he may receive sooner. No further action, pending customer fax.
CAMILOM	08/11/2009 01:44:27 PM	FAX From [REDACTED]				Fax in doc center.
PABSTM	08/13/2009 11:07:08 AM	Note To ccc				WVWFA71F18V [REDACTED] reimburse customer 2 Vehicle payments due to wait on part, total = \$1168.64.No further action.
CR_BATCH	08/20/2009 04:00:29 AM	Note To PABSTM				Check # [REDACTED] for amount \$ 1168.64 mailed on 08/19/2009

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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2008 Eos 2.0L [REDACTED]	090181761	Recovery	WVWBA71F08V [REDACTED]			
SMITHN	07/24/2009 08:14:22 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to Dealer 425019.					inquiry 425019 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 07/28/2009 12:18:20 PM E-Mail To Steve 425019

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: WVWBA71F08V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer

248-754-3577

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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>
ZIEHMEC	07/28/2009 12:20:14 PM	Assigned To MANNNAE				RCM assigned to CO.
ABDULAM	07/29/2009 04:57:04 PM	Assigned To BALDWIA				Please follow up with dealer.
ZIEHMEC	08/03/2009 12:26:43 PM	Call To David		425019		RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part is not in; customer is not in rental or loaner; no goodwill offered; no ETA given. RCM to assign to CO.
ZIEHMEC	08/03/2009 12:33:23 PM	Assigned To MANNNAE				RCM assigned to CO. CO to call customer.
MANNNAE	08/04/2009 01:24:00 PM	Call To [REDACTED]				CO called customer and number is not in service. CO to call dealer.
MANNNAE	08/04/2009 01:35:18 PM	Call To Bob King		425019		SA states has vehicle listed under William Gallina and vehicle was brought in on 7-30-09 and completed 8-1-09, loaner was provided, lives in Dallas Tx, customer may have purchased as used vehicle. CO to dealer.
MANNNAE	08/04/2009 01:37:53 PM	Voice Mail For Bob King		425019		CO left message to call me back with Mr. Gallina's phone number. CO to wait dealer call.
MANNNAE	08/04/2009 01:52:47 PM	Voice Mail From Bob King		425019		SA left customer contact. CO to call customer.
MANNNAE	08/04/2009 01:55:24 PM	Note To ccc				CA to reference case # 90190833. No further action.

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

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2008 Eos 2.0L						
[REDACTED]	090181764	Recovery	WVWBA71F38V [REDACTED]			
SMITHN	07/24/2009 08:20:22 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to Dealer 425018.					inquiry 425018 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 09:25:10 AM	E-Mail To Sherry Gilpin		425018		
	RCM sent email to Dealer 425018 requesting needed information. RCM to wait on Dealer 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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ZIEHMEC	07/28/2009 12:32:49 PM	E-Mail To Sherry		425018		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008

VIN: WWWBA71F38V [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.

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ZIEHMEC	07/28/2009 12:32:57 PM	Assigned To MANNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 04:56:04 PM	Assigned To BALDWIA				
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Please follow up with dealer.

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

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
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BALDWIA	08/03/2009 12:28:01 PM	Call To Sherry Gilpin		425018		
Service Manager advised they had the vehicle under a different last name (Ulrich); part arrived, loaner was not provided and there was no Goodwill provided to customer.						

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

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
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2008 Eos 2.0L [REDACTED]	090181767	Recovery	WVWBA71F78V [REDACTED]			
SMITHN	07/24/2009 08:22:39 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to Dealer 425018.					inquiry 425018 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 09:52:32 AM	E-Mail To Sherry Gilpin		425018		
	RCM sent email to Dealer 425018 requesting needed information. RCM to wait on Dealer email.					

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

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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ZIEHMEC	07/28/2009 12:25:58 PM	E-Mail To Sherry		425018		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WWBBA71F78V [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?

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ZIEHMEC	07/28/2009 12:26:06 PM	Assigned To MANNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 04:55:18 PM	Assigned To BALDWIA				
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Please follow up with dealer.

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

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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BALDWIA	08/03/2009 12:23:22 PM	Call To Sherry Gilpin		425018		
SM advised the part had arrived; CUST was not in a loaner vehicle and was not provided GW. No further action.						

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

09/23/2009

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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]	090181773	Recovery	WVWFA71FX8V [REDACTED]			
SMITHN	07/24/2009 08:28:06 AM	Assigned To BALDWIA				inquiry 425018
	RCM to send mechatronic email to dealer 425018.					Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 09:24:45 AM	E-Mail To Sherry Gilpin		425018		
	RCM sent email to Dealer 425018 requesting needed information. RCM to wait on Dealer email.					

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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ZIEHMEC	07/28/2009 12:25:06 PM	E-Mail To Sherry		425018		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWFA71FX8V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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ZIEHMEC	07/28/2009 12:25:16 PM	Assigned To MANNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 04:56:46 PM	Assigned To BALDWIA				
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Please follow up with 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>
ZIEHMEC	08/03/2009 12:37:57 PM	Call To Tim		425018		
	RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part is not in yet; not in a rental or loaner; no goodwill offered; no ETA provided. RCM to assign to CO.					
ZIEHMEC	08/03/2009 12:41:10 PM	Assigned To MANNAE				
	RCM assigned to CO. CO to call customer.					
MANNAE	08/04/2009 03:33:20 PM	Call To [REDACTED]				
	CO spoke with customer and advised calling to apologize for inconvenience on part status, appreciate patience, inquired if comfortable driving vehicle currently. Customer states daughter is driving vehicle and just looking forward to having repairs completed. thanked for call. CO advised if at any time his daughter feels uncomfortable driving vehicle may contact dealership.					
[REDACTED]	090181774	Recovery	WVWBA71F08V	[REDACTED]		
HAWLEYD	07/24/2009 08:28:46 AM	E-Mail To John Lynch		408288		
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					
						inquiry 408288
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
ABDULAM	07/29/2009 04:59:47 PM	Assigned To HAWLEYD				
	Please follow up with dealer.					
HAWLEYD	07/30/2009 08:32:27 AM	E-Mail From John Lynch		408288		
	Customer is not in a loaner; no goodwill offered and they are currently driving the vehicle.					
HAWLEYD	07/30/2009 08:32:49 AM	Assigned To MANNAE				
	Customer is not in a loaner; no goodwill offered and they are currently driving the vehicle.					
ABDULAM	07/31/2009 11:15:16 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 3.2L [REDACTED]	090181777	Recovery	WVWDB71F48V [REDACTED]			
HAWLEYD	07/24/2009 08:31:00 AM	E-Mail To John Lynch		408288		inquiry 408288 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to the service manager. RCM waiting for service manager e-mail.				
ABDULAM	07/29/2009 05:00:22 PM	Assigned To HAWLEYD				
		Please follow up with dealer.				
HAWLEYD	07/30/2009 08:33:38 AM	E-Mail From John Lynch		408288		
		Customer is not in a loaner; no goodwill offered and they are currently driving the vehicle.				
HAWLEYD	07/30/2009 08:33:59 AM	Assigned To MANNAE				
MANNAE	08/04/2009 04:41:35 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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]	090181778	Recovery	WVWBA71F68V [REDACTED]			
HAWLEYD	07/24/2009 08:33:08 AM	E-Mail To John Lynch		408288		inquiry 408288 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to the service manager. RCM waiting for service manager e-mail.				
ABDULAM	07/29/2009 05:01:14 PM	Assigned To HAWLEYD				
		Please follow up with dealer.				
HAWLEYD	07/30/2009 08:34:30 AM	E-Mail From John Lynch		408288		
		Customer is not in a loaner; no goodwill offered and they are currently driving the vehicle.				
HAWLEYD	07/30/2009 08:34:47 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 11:16:28 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 first part of August. CO seeking to know if Customer is okay driving their vehicle. Customer states the vehicle is getting worse and she would like a loaner. CO advised VW will get her a loaner. Customer seeking to know if threes a charge. CO advised there is no charge and we will have Dealer contact Customer to get her into a loaner. RCM to contact Dealer.				
HAWLEYD	07/31/2009 12:32:05 PM	Voice Mail To John Lynch		408288		
		RCM LMTRMC. RCM provided direct line. RCM waiting for service manager call back.				
HAWLEYD	07/31/2009 02:02:47 PM	E-Mail To John Lynch		408288		
		RCM sent e-mail to the service director advising that customer is seeking a rental vehicle due to her vehicle is becoming worse. RCM waiting for service director 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>
HAWLEYD	07/31/2009 03:29:03 PM	Call From John Lynch		408288		
	Service manager advised that the mechatronics unit arrived and it has been installed into the vehicle. Service manager advised that the customer will be coming in to pick up the vehicle. CO to contact customer.					
MANNAE	08/03/2009 09:07:17 AM	Note To CCC				
	090181782	Recovery	WVWBA71F78V			
HAWLEYD	07/24/2009 08:35:03 AM	E-Mail To John Lynch		408288		
	RCM sent e-mail to the service manager. RCM waiting for service manager e-mail.					
						Inquiry 408288 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ABDULAM	07/29/2009 05:00:39 PM	Assigned To HAWLEYD				
	Please follow up with dealer.					
HAWLEYD	07/30/2009 08:35:11 AM	E-Mail From John Lynch		408288		
	Customer is not in a loaner; no goodwill offered and they are currently driving the vehicle.					
HAWLEYD	07/30/2009 08:35:28 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 11:22:25 AM	Call To				
	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 first part of August. CO seeking to know if Customer is okay driving their vehicle. Customer states the vehicle is getting worse and she would like a loaner. CO advised VW will get her a loaner. Customer states she is going on vacation for a week and will call VW when she returns. CO advised when Customer contacts us we will contact the dealer for her and get her a loaner. 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]	090181787	Recovery	WVWBA71F88V [REDACTED]			
HAWLEYD	07/24/2009 08:38:09 AM	E-Mail To John Lynch		408288		inquiry 408288 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to service manager. RCM waiting for service manager e-mail.				
ABDULAM	07/29/2009 05:00:06 PM	Assigned To HAWLEYD				
		Please follow up with dealer.				
HAWLEYD	07/30/2009 08:35:55 AM	E-Mail From John Lynch		408288		
		Customer is not in a loaner; no goodwill offered and they are currently driving the vehicle, please note that this is a replacement vehicle also for this customer.				
HAWLEYD	07/30/2009 08:36:33 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 11:29:11 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

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]	090181796	Recovery	WVWFA71F88V [REDACTED]			
SMITHN	07/24/2009 08:43:52 AM	Assigned To BALDWIA				inquiry 425129
	RCM to send mechatronic email to Dealer 425129.					Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 10:44:01 AM	E-Mail To Chris Wilson		425129		
	RCM to send mechatronic email to dealer 425129.					

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	07/28/2009 12:55:12 PM	E-Mail To Larry		425129		

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 GTI
 VIN: WVWFV71K28W [REDACTED]

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWFA71F88V [REDACTED]

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWBA71F68V [REDACTED]

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWBA71F68V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
						you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to assign to CO.
ZIEHMEC	07/28/2009 12:57:23 PM	Assigned To MANNAE				RCm assigned to CO.
ABDULAM	07/29/2009 05:04:35 PM	Assigned To BALDWIA				Please follow up with dealer.
ZIEHMEC	08/03/2009 12:50:21 PM	Call To Dwayne		425129		RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part is in; in rental; no goodwill. 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]	090181799	Recovery	WVWBA71F68V [REDACTED]			
SMITHN	07/24/2009 08:45:13 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to dealer 425129.					inquiry 425129
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 10:44:44 AM	E-Mail To Chis Wilson		425129		
	RCM to send mechatronic email to dealer 425129.					

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	07/28/2009 12:55:21 PM	E-Mail To Larry		425129		

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 GTI
 VIN: WVWFV71K28W [REDACTED]

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWFA71F88V [REDACTED]

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWBA71F68V [REDACTED]

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWBA71F68V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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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>
						you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to assign to CO.
ZIEHMEC	07/28/2009 12:57:36 PM	Assigned To MANNAE				RCM assigned to CO.
ABDULAM	07/29/2009 05:04:56 PM	Assigned To BALDWIA				Please follow up with dealer.
ZIEHMEC	08/03/2009 12:50:07 PM	Call To Dwayne		425129		RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: vehicle already repaired; in rental; no goodwill. 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]	090181800	Recovery	WVWBA71F68V [REDACTED]			
SMITHN	07/24/2009 08:47:43 AM	Assigned To BALDWIA				inquiry 425129
	RCM to send mechatronic email to dealer	425129.				Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 10:45:17 AM	E-Mail To Chris Wilson		425129		
	RCM to send mechatronic email to dealer	425129.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	07/28/2009 12:55:32 PM	E-Mail To Larry		425129		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WWBBA71F68V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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ZIEHMEC	07/28/2009 12:56:05 PM	Assigned To MANNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 05:03:54 PM	Assigned To BALDWIA				
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Please follow up with dealer.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/03/2009 12:49:48 PM	Call To Dwayne		425129		
RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part is in; not rental or loaner; no goodwill. 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]	090181801	Recovery	WVWBA71F28V [REDACTED]			
SMITHN	07/24/2009 08:50:35 AM	Assigned To BALDWIA				inquiry 425047
	RCM to send mechatronic email to Dealer 425047.					Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 09:58:08 AM	E-Mail To James Rushing		425047		
	RCM sent email to Dealer 425047. RCM to wait on 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>
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ZIEHMEC	07/28/2009 12:13:53 PM	E-Mail To James		425047		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2006 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.

Christine Ziehmer
 248-754-3577

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ZIEHMEC	07/28/2009 12:16:09 PM	Assigned To MANNNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 04:57:43 PM	Assigned To BALDWIA				
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Please follow up with dealer.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/03/2009 01:01:06 PM	Call To James		425047		
		RCM advised Service Manager of the customers concerns and the info RCM is seeking. Service Manager states: part is not in; in rental; no goodwill; no ETA given to customer; there is some rear damage to the vehicle they are looking into repairing. RCM to assign to CO.				
ZIEHMEC	08/03/2009 01:03:27 PM	Assigned To MANNAE				
		RCM assigned to CO. CO call customer.				
MANNAE	08/04/2009 03:49:48 PM	Call To Mr. [REDACTED]				
		CO attempted to call customer number and not valid, business number is for school district. CO to call dealer.				
MANNAE	08/04/2009 03:53:25 PM	Call To Chris		425047		
		SA states vehicle was completed 7-30-09 and it's listed under Malcolm Smith. 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>
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2008 Eos 2.0L

090181907

Recovery

WVWBA71F28

405050

inquiry 405050

Pr. Part: 3885-Mechatronics

Pr. Rsn: 55J Outbound

ZIEHMEC 07/24/2009 10:54:38 AM E-Mail To Richard

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:

Model Year/Model: 2008 Eos

VIN: WVWBA71F28V

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

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

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

Thank you in advance for your help.

Christine Ziehmer

248-754-3577

RCM backup

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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>
JANSSEL	07/31/2009 08:54:17 AM	Call To Richard		405050		RCM seeking to know status of repair, if a loaner/rental was provided, and if goodwill has been provided to customer. Service Manager advised; part arrived on Wednesday 7/29/09, dealer 405050 installed part and has been test driving vehicle, final test drive is today, customer was initially in a rental and then was provided a loaner, 30 days down, Service Manager has not offered any goodwill yet but will call FOM and call RCM back. RCM to wait dealer call.
ZIEHMEC	08/03/2009 01:06:07 PM	Call To Dave		405050		RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states he will have the Service Manager call RCM back. RCM to wait dealer 405050 call.
JANSSEL	08/04/2009 08:58:15 AM	Call To Richard		405050		Service Manager advised: dealer 405050 did not offer customer any goodwill, vehicle has been picked up. 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]	090181911	Recovery	WVWBA71F18V [REDACTED]			
ZIEHMEC	07/24/2009 10:57:10 AM	E-Mail To David		405074		inquiry 405074 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
<p>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.</p> <p>Customer Name: [REDACTED] Model Year/Model: 2008 Eos VIN: WVWBA71F18V [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 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? <p>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.</p> <p>Thank you in advance for your help.</p> <p>Christine Ziehmer 248-754-3577 RCM backup</p> <p>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 405074 e-mail.</p>						
ZIEHMEC	07/27/2009 11:49:20 AM	E-Mail From David		405074		
<p>Customer is driving the vehicle. Part was ordered 06/30/09. Was told it would be here the end of July????? No good will has been offered. 13,730 Miles are on the vehicle. 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>
ZIEHMEC	07/27/2009 11:58:55 AM	Assigned To MANNAE				
		RCM assigned to CO.				
ABDULAM	07/29/2009 02:50:29 PM	Call To Kim-daughter				
		CO advised CO was calling in regards to vehicle concern with part delay. Relative states she will have Customer call us. CO provided 800-444-8982 phone number if Customer would like to contact us. No further action pending Customer call.				
WHEELEK	07/29/2009 02:57:13 PM	Return Call From [REDACTED]				
		Customer states: returning CCC's call. CA advised: CCC was seeking to advise that we apologize for the concern with your vehicle; was seeking to know if you needed alternate transportation until the part arrived. Customer states: she just got a call from the dealer; the part arrived and she has an appointment set up to complete the repair. 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>
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2008 Eos 2.0L

[REDACTED]	090181913	Recovery	WVWBA71F98V [REDACTED]			
ZIEHMEC	07/24/2009 11:00:44 AM	E-Mail To Alberto		405029		inquiry 405029 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: WVWBA71F98V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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ZIEHMEC	07/27/2009 11:43:15 AM	E-Mail From Albert				405029
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SM states: BASILIO VOUTSELAKOS, he is also in a rental vehicle, we have not offered any Goodwill, the eta for the part is also 8-07-09. 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>
ZIEHMEC	07/27/2009 11:45:27 AM	Assigned To MANNAE				
		RCM assigned to CO.				
ABDULAM	07/29/2009 02:22:00 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>
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2008 Eos 2.0L

[REDACTED]	090181914	Recovery	WVWBA71F68V [REDACTED]			
ZIEHMEC	07/24/2009 11:01:15 AM	E-Mail To Alberto		405029		inquiry 405029 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: WVWBA71F68V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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ZIEHMEC	07/27/2009 11:44:24 AM	E-Mail From Alberto				
						SM states: 052863, BEATRIZ MARIA RIERA, he is driving the vehicle currently, no goodwill assistance offered, 8-07-09 for eta as well. 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>
ZIEHMEC	07/27/2009 11:46:08 AM	Assigned To MANNAE				
		RCM assigned to CO.				
ABDULAM	07/29/2009 02:26:08 PM	Call To [REDACTED]				
		Message states Customer has a voicemail box that has not been set up yet. CO to call Dealer.				
ABDULAM	07/29/2009 02:30:30 PM	Call To Joe		405029		
		Service Advisor part arrived at Dealer yesterday and Customer is bring vehicle in to Dealer tomorrow. 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]	090181920	Recovery	WVWBA71F68V [REDACTED]			

ZIEHMEC 07/24/2009 11:40:23 AM E-Mail To Terry 407235

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: WVWBA71F68V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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inquiry 407235
 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>
ZIEHMEC	07/27/2009 12:14:29 PM	E-Mail From Terry		407235		
		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?-NO				
		4) Other pertinent information that you think we should be aware of?-NO				
		RCM to assign to CO				
ZIEHMEC	07/27/2009 12:40:17 PM	Assigned To MANNAE				
		RCM assigned to CO				
ZIEHMEC	07/27/2009 02:52:36 PM	Call To terry		407235		
		Please note that RCM was speaking to Part Manager about another customer and he brought this up. Part Manager states that the parts came in. RCM to call customer and offer 1 vehicle payment.				
ABDULAM	07/29/2009 04:32:46 PM	Note To ccc				
		Both unknown and home numbers are inoperable, and business number is the wrong number.				
ABDULAM	07/29/2009 04:47:21 PM	Call To Derrick		407235		
		Service Advisor states vehicle is at the Dealer and they are repairing the vehicle. 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]	090182093	Customer Relations	WVWFA71F38V [REDACTED]	15,000		Complaint 422516 Pr. Part: 3511-Mechatronic Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
MULLIGM	07/24/2009 02:08:19 PM	Call From [REDACTED]				Complaint 422516 Part: 3511-Mechatronic Rsn: 36A Rental/Loaner
	Customer states original owner; 2nd VW; had Cabrio; had so many problems with it she was not going to return to VW but she thought Eos was so pretty and now she is dealing with this; vehicle has been at Dealer 422516 for 6 weeks; waiting for mechatronics; they keep telling her 2 weeks, then 2 more weeks, etc.; she is in rental but it has no power locks or windows; at first she did not care but she did not know this was going to go on so long; seeking possible ETA for part; seeking to know if she could possibly get a vehicle with power locks and windows; Dealer did advise her he submitted for vehicle payment and she thinks one was approved; he did advise he was submitting for a 2nd; seeking to confirm; CO advised part is made on demand only for Customer vehicle and needs to be programmed to Customer vehicle; can take 4-6 weeks; VW is aware of concern and doing all they can; currently most ordered are expected to be filled by tentatively by 8/7/09; Dealer is provided most up to date information; we can research additional concerns; RCM will contact Customer by COB 7/27/09; Customer states use cell; CO to assign to RCM.					
MULLIGM	07/24/2009 02:22:13 PM	Assigned To RCM				
	Customer states seeking possible ETA for part; to confirm if Dealer 422516 able to authorize 2nd vehicle payment for her; and to possibly get upgraded rental with power locks and windows; use cell [REDACTED] anytime; RCM to research.					
ZEHELD	07/24/2009 02:31:06 PM	Assigned To SMITHN				

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	07/24/2009 03:43:28 PM	E-Mail To Mike Meltebeke		422516		

***** Email to mikem@timmonslongbeach.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: WWFA71F38V [REDACTED]

Customer's Description of Part: Mechatronic Unit

Requested Information

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

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

Thank you in advance for your help.

Nancy Smith
(248) 754-3636

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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>
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SMITHN	07/24/2009 04:34:51 PM	E-Mail From MikeMeltebeke		422516		
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I left voice mail for you but as an afterthought I should give you the information as outlined below.

This customer has been down almost 2 months. Our Repair Order# is 213033. The part number on order is 02E325025ADZCE and was ordered on sales doc# 1005748517. On Monday, Parts on Command reported August 7th as an ETA. As of today, it shows that it was shipped 7/23/09 with an ETA of the 29th. The part was ordered on June 11, 2009. We did follow all of the steps that we were supposed to but it has been and still remains a nightmare to get the Mechatronics from VW AG. Hope that helps with the information needed.
RCM to call Dealer 422516.

SMITHN	07/24/2009 04:39:39 PM	Call To Mike M.		422516		
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RCM LVMM for Part Manager asking if he knows if they reimbursed Customer for lease payment; if Part Manager doesn't know, RCM will be following up with Service Manager on Monday 7-27-09. RCM to wait on Dealer call.

GARDNEJ	07/27/2009 02:39:56 PM	Call From [REDACTED]				
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Customer seeking update. CA advised customer her case is being actively researched and RCM should contact customer by close of business Tuesday 7/28/09 with an update. RCM to follow up with dealer and customer.

SMITHN	07/27/2009 04:06:02 PM	Call To Mike Alusick		422516		
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Service Manager advised that they have authorized one vehicle payment and he is sure that FOM will allow him to do a second one; he heard that Germany is shipping a bunch of these mechatronic units this week so hopefully customer's will come in soon. RCM to call Customer.

ISTIFOV	07/28/2009 06:13:01 PM	Call From [REDACTED]				
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(RCM taking calls) Customer states that she is seeking an update on her file. CO advised will transfer to RCM to assist customer. RCM transferred 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	07/28/2009 06:14:58 PM	Call From [REDACTED]				RCM advised Customer that the good news is a big shipment of mechatronic units just came in and Customer mechatronic should be in within the next couple of weeks; vehicle payments will be made by SM. Customer states she would like to know the exact date of part arrival. RCM asked if Customer can hold and RCM will call Dealer 422516. RCM to call Dealer.
SMITHN	07/28/2009 06:23:36 PM	Call To Mike Meltebeke		422516		Part Manager advised that Customer part came in an hour ago; they should be able to work Customer vehicle in tomorrow. RCM to return to Customer.
SMITHN	07/28/2009 06:24:49 PM	Return To [REDACTED]				RCM advised Customer that her part came in today and according to Dealer they may have vehicle ready as soon as tomorrow evening. Customer states she is thrilled and is going to call Service Manager. 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]	090182251	Recovery	WVWBA71F08V [REDACTED]			inquiry 409446 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>
ISTIFOV	07/24/2009 04:42:56 PM	E-Mail To Ronald Godoy		409446		

***** Email to rgodoy@fairfaxvw.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: WVVBA71F08V [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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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	07/27/2009 08:15:40 AM	E-Mail From Ron Godoy		409446		<p>Vance- we are waiting for a Mechatron unit for transmission. We installed a mechatron in this vehicle and it was defective causing the vehicle to No longer start. We opened VTA # 473243. We have been told we will receive part on Aug 8th.</p> <p>Maybe you can help expedite this part. No goodwill has been offered yet - but they deserve it.</p> <p>Ron Godoy Fairfax VW Service Manager RCM to assign to CO to call customer.</p>
ISTIFOV	07/27/2009 08:17:01 AM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/29/2009 01:28:46 PM	Voice Mail To [REDACTED]				<p>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.</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>
2008 Eos 2.0L [REDACTED]	090182254	Recovery	WVWBA71F68V [REDACTED]			inquiry 409446 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/24/2009 04:45:45 PM	E-Mail To Ronald Godoy		409446		

***** Email to rgodoy@fairfaxvw.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: At your earliest convenience, please review and respond to the following questions:

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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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	07/27/2009 08:20:56 AM	E-Mail From Ron Godoy		409446		Vance- another mechatron unit on back order. Customer is NOT in loaner. Part was ordered 7/1/2009. RCM to assign to CO to call customer.
		Ron Godoy Fairfax VW Service Manager				
ISTIFOV	07/27/2009 08:21:26 AM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/29/2009 01:32:05 PM	Call To [REDACTED]				CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. Customer states he dropped his vehicle at the Dealer today and vehicle should be repaired by 7:00. CO thanked Customer. 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]	090182257	Recovery	WVWBA71F68V [REDACTED]			inquiry 409446 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/24/2009 04:49:18 PM	E-Mail To Ronald Godoy		409446		

***** Email to rgodoy@fairfaxvw.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: At your earliest convenience, please review and respond to the following questions:

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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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	07/27/2009 08:28:15 AM	E-Mail From Ron Godoy		409446		Vance - another mechatron (valve body) on back order. Customer is NOT in loaner and driving car. No date provided for part delivery. Ron Godoy Fairfax VW Service Manager RCM to assign to CO to call customer.
ISTIFOV	07/27/2009 08:30:07 AM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/29/2009 01:41:42 PM	Call To Carol		409446		Service Advisor provided CO with valid contact number for Customer. CO to call Customer.
ABDULAM	07/29/2009 01:42:42 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090183247	Recovery	WVWFA71F58V [REDACTED]			inquiry 409460 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/27/2009 08:52:51 AM	E-Mail To Paul Boots		409460		

***** Email to pboots232@aol.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: At your earliest convenience, please review and respond to the following questions:

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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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	07/29/2009 03:39:05 PM	Return Call From Paul Boots		409460		Service Manager advised the part is scheduled to ship out tomorrow and should arrive at dealer 409460 sometime next week, customer is driving the vehicle and has not asked for compensation. RCM to assign to CO to call customer.
ISTIFOV	07/29/2009 03:40:34 PM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/31/2009 11:57:22 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

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]	090183254	Recovery	WVWBA71F78V [REDACTED]			inquiry 409460 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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	07/27/2009 08:54:46 AM	E-Mail To Paul Boots		409460		

***** Email to pboots232@aol.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: WVWBA71F78V [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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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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	07/29/2009 03:34:58 PM	Return Call From Paul Boots		409460		
Service Manager advised the part has arrived as of today and dealer 409460 will soon begin to install it. 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]	090183344	Mediation/Arbitration	WVWBA71FX8V [REDACTED]	11,000		Unknown 409115 Pr. Part: 3435-Transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
CRUSEJ	07/27/2009 10:22:52 AM	Attached Mail From Matthew P Wood:				
		Rec'd initial demand letter from ATTY. ATTY seeks repurchase. Atty cites Annotated Code of MD Commercial Law. Atty alleges 30+ days down for repair.				
CRUSEJ	07/27/2009 10:29:39 AM	E-Mail To Len Pilius				Unknown 409115 Part: 3435-Transmission Rsn: H22 Technical Issue (Med/Arb only)
		Copy of ATTY letter.				
CRUSEJ	07/27/2009 10:30:59 AM	Mail To Matthew P Woods, Esq.				Unknown 409115 Part: 3511-Mechatronic Rsn: 82E Parts Delay
		EON pre-investigation info request.				
CRUSEJ	08/04/2009 02:23:01 PM	Attached Mail From Matthew WOODS				Unknown 409115 Part: SCV1-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mk Only)
		rec'd supporting documents.				
CRUSEJ	08/04/2009 02:41:46 PM	Call To Joe Stacharowski	409115			
		Rev'd ROs sent in by atty. Called Service Manager to confirm down time. Most recent Repair Order# 315822 open 6/12/2009 closed 8/4/2009 @ 10,815-miles: mechatronics replaced. vehicle down due to parts availability issue (53 days down).				
CRUSEJ	08/04/2009 03:33:42 PM	Mail To Matthew Woods				
		EON cash settlement offer.				
CRUSEJ	08/05/2009 02:22:43 PM	Voice Mail From Matt Woods				
		ATTY LVMM for me to return his call.				
CRUSEJ	08/05/2009 02:24:23 PM	Voice Mail To Matt Woods				
		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>
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CRUSEJ 08/05/2009 04:58:22 PM E-Mail From Matt Woods

James-

I was hoping to get in touch with you today before the H [REDACTED] had to decide whether to pick up their vehicle from the dealer. You had mentioned you had an offer to make to resolve this situation, but I am going into a deposition at 5:00 EST and will not have phone access (although I will have my Blackberry). Please let me know what the terms and amount of the offer is so I can get it to the Harrington's as soon as possible. Thanks for your attention to this matter

Matt Woods

CRUSEJ 08/05/2009 05:01:15 PM E-Mail To Matt Woods

Matt,

Under MD lemon law we are allowed a final repair attempt and have 30 days to complete the repair upon written notice. We did complete the repairs on the vehicle within 30 days of your July 22, 2009 letter. Taking into account the accumulated down time, our offer is \$3,000.00 inclusive of fees.

CRUSEJ 08/06/2009 10:09:25 AM E-Mail From Matt Woods

First notice of the defect was June 12, 2009 by [REDACTED] directly to Vance from VW with a case number of 90155778. At that time [REDACTED] declined a monetary settlement and made her intentions clear she did not want the vehicle back. The car was not repaired within 30 days of that notice, my letters were simply follow up on her behalf. The demand is that VW repurchase the vehicle. Please feel free to contact me with a total repurchase package.

Matt Woods

CRUSEJ 08/06/2009 10:09:47 AM E-Mail To Matt Woods

Matt,

do you have a copy of that June 12, 2009 written notice? If so would you mind providing a copy to me.

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	08/06/2009 03:25:10 PM	E-Mail From Matt Woods				
James-						
<p>VW was given actual notice of the [REDACTED] claim in the conversation to Vance. It was not written, but Maryland Law provides actual notice is sufficient in most situations. However, that does not make a difference since the requirements of section 14-1502(d)(2) provides that a cumulative 30 days out of service meets the definition of "reasonable number of attempts to conform a vehicle to the applicable warranties", and since the [REDACTED] vehicle has been out of service for nearly 2 months now, there is no "additional" 30 days to repair the vehicle. This vehicle was brought in May to be repaired, and although VW knew (and eventually admitted to [REDACTED]) that the 2008 transmissions in the eos and passat had major problems, they allowed [REDACTED] to take the vehicle after about a week and a stop-gap repair. The transmission subsequently "fell out" of the vehicle less than a month later. [REDACTED] have no intention of risking their lives or the lives of their children in this vehicle, and are simply looking for a fair offer to repurchase their vehicle. I am confident that VW's reliance on a technical notice requirement as their only defense in this matter will ultimately be unsuccessful. I look forward to hearing from you soon.</p>						
Matt Woods						
CRUSEJ	08/06/2009 03:26:02 PM	E-Mail To Len Pilius				
sent FOM FYI.						
CRUSEJ	08/07/2009 09:33:51 AM	Call From Len Pilius				
rev'd with FOM.						
CRUSEJ	08/07/2009 09:40:16 AM	E-Mail To Matt Woods				
Advised attorney that our offer will remain the same.						
CRUSEJ	08/13/2009 04:37:58 PM	E-Mail From Matt Woods				
I received the Fed Ex with VW's offer. The [REDACTED] are out of town currently, could you please keep the offer open until the end of August (I am in trial next week). I will be discussing the situation with them as soon as I can. Thanks						

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	08/13/2009 04:38:20 PM	E-Mail To Matt Woods				
	Advised attorney that offer will remain valid until 8/31/2009.					
CRUSEJ	08/31/2009 03:44:33 PM	E-Mail From Matt Woods				
	James-					
	I faxed over a letter from an independent repair facility confirming the problem with the [REDACTED] is ongoing. Please give me a call to discuss at your earliest convenience.					
CRUSEJ	08/31/2009 03:50:53 PM	Note To Independent repair shop				
	RO states the mechanic "experienced several improper shift sequences and slipping during initial acceleration from stop position"					
CRUSEJ	08/31/2009 03:57:47 PM	E-Mail To Matt Woods				
	Matt,					
	We want the car looked at by one of our VW dealerships to verify that there is still an existing problem.					
CRUSEJ	08/31/2009 04:48:00 PM	E-Mail From Matt Woods				
	Ok. When and where? Please let me know.					
CRUSEJ	08/31/2009 04:48:20 PM	E-Mail To Matt Woods				
	Have your customer schedule an appointment at their convenience and let me know the dealer and date.					
CRUSEJ	08/31/2009 05:20:30 PM	Attached Mail From Matthew Woods, I				
	Atty letter and Repair Order from independent. Waiting for ATTY to follow up with appointment date and dealer location for vehicle inspection.					

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	09/08/2009 02:27:01 PM	E-Mail From matt woods				
James-						
The [REDACTED] are scheduled to bring the car to Valley Motors (the dealer they have used all along) on Tuesday September 8.						
CRUSEJ	09/08/2009 02:34:06 PM	Call To Joe Stacharowski		409115		
SM states they have no record of this car cmonig in today.						
CRUSEJ	09/08/2009 02:34:44 PM	E-Mail To Matt Woods				
Matt,						
I just called Hunt Valley. The dealer had no record of the car being there today. Did the [REDACTED] keep the appointment?						
CRUSEJ	09/08/2009 05:03:42 PM	E-Mail To Len Pilius				
Informed FOM of appointment and this being a final repair attempt.						
CRUSEJ	09/09/2009 04:06:22 PM	Call To Joe Stacharowski		409115		
Service Manager states Customer vehicle arrived 30 minutes ago. Service Manager states Customer complains that when driving on a hill, the vehicle tends to roll back. Service Manager states Customer also states vehicle will jerk when pressing the accelerator before the transmission catches. Service Manager states the FOM is involved. Service Manager states the will test drive the car today and tomorrow and check for faults.						
CRUSEJ	09/10/2009 09:39:07 AM	Call From Len Pilius				
FOM states TAC is recommending a new transmission for the car. Advised FOM we should offer to replace the car. Advised FOM that I will check with the attorney and let him know if the customer is willing to accept a replacement. Otherwise we will have to offer to repurchase the car.						

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	09/10/2009 09:47:08 AM	E-Mail To Matt Woods				
<p>Matt,</p> <p>We appreciate your client being cooperative and bringing the car into Hunt Valley VW. The latest information from the dealer is that the vehicle needs a new transmission. That being said, we would like to offer to replace the vehicle at this point with a new 2009 Volkswagen Eos. Please let me know if your client is interested in that possibility and if so I will get out an offer letter in writing with the specific details.</p>						
CRUSEJ	09/10/2009 02:03:40 PM	E-Mail From Matt Woods				
<p>James-</p> <p>The [REDACTED] are more interested in having VW buy their vehicle back from them pursuant to Maryland's Lemon Law, which now most definitely applies. However, they did ask me to inquire how much of a settlement offer would be made if they allowed VW to replace the transmission, and they then kept the car.</p> <p>Please let me know what offer would be made if the vehicle is repaired, and also what amount VW is offering to re-purchase the vehicle pursuant to Md Code Ann., Com. Law II, sec 14-502.</p> <p>Thanks for your assistance</p>						
CRUSEJ	09/10/2009 02:10:45 PM	E-Mail To VCI				
<p>Please send a copy of the customer's retail contract and payment history.</p>						
CRUSEJ	09/10/2009 02:11:41 PM	E-Mail To Len Pilius				
<p>forwarded FOM attorney's latest e-mail.</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>
CRUSEJ	09/10/2009 02:12:09 PM	E-Mail To Matt Woods				
		Matt,				
		I will try to get back to you by tomorrow with those figures. I need to obtain a copy of the your client's payment history from Volkswagen Credit. That can take anywhere from 24-48 hours to get.				
CRUSEJ	09/10/2009 02:20:03 PM	Voice Mail From Len Pilius				
		FOM states he did get my e-mail regarding the attorney's feedback. FOM states it does not matter to him what we end up doing as far as a repurchase or cash settlement.				
CRUSEJ	09/14/2009 08:48:15 AM	Attached Mail From vci				
		rec'd supporting docs.				
CRUSEJ	09/14/2009 09:44:25 AM	E-Mail To Matthew Woods				
		We can settle for \$4,000.00 inclusive of attorney fees and your client keeps the car.				
		or				
		We can offer to repurchase the car and your client gets \$7,038.867 reimbursed, plus we pay \$1,500 in attorney fees.				
		The reimbursement to your client is calculated from the \$5,145.47 in payments your client made to VCI plus their down payment of \$5,000 less \$3,106.60 in usage. Usage is calculate by the below formula:				
		(purchase price of the car x miles at first repair first repair) / 100,000				
		\$31,066 x 10,000 / 100,000 = \$3,106.60				
		Let me know what they decide.				

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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CRUSEJ	09/16/2009 04:01:03 PM	E-Mail From Matt Woods				
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James

For the repurchase option, I understand the necessity of some type of formula to determine usage. However, I disagree with using 100,000 as the denominator in the formula. Since the Lemon Law applies during the warranty period, and since the maximum allowed to be claimed for usage pursuant to the statute is 15%, the applicable formula should be ;

$10,000/36,000$ (warranty period) = $.27 \times .15$ (maximum usage deduction allowed) = $.04 \times \$31,066 = \$1,258.17$ (usage).

Therefore, \$5,145.47 in payments plus \$5,000 down payment minus \$1,258.17 (usage) equals \$8,887.30 reimbursed to the Harrington's. Additionally, the Harrington's paid the following fees that are to be reimbursed pursuant to the Maryland statute:

\$172 Tag registration

\$50 Title fee

\$20 Lien filing fee

\$99 Dealer processing fee

\$20 Electronic reg fee

\$4 Md. Tire recycling fee

Total of \$365 added to the \$8,887.30 for a total reimbursement of \$9,252.30

I have also kept track of my time handling this matter, and currently I have 15.2 hours invested. I bill at \$300 an hour, so attorney fees would be \$4,560. For settlement purposes, Baltimore County Circuit Court awards \$200 an hour for lawyers appointed by

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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the court. While in a trial I would fully expect to get \$300 an hour (plus trial time), I would be willing to settle that portion of the claim for the lower figure, which amounts to a total attorney fee claim of \$3,040.

I will give you a call to follow up on this email

CRUSEJ 09/16/2009 04:15:55 PM Call From Matt Woods

ATTY and I discussed his usage formula. ATTY states he came up with this formula based on the amount of time his client had the vehicle, which was 1/3 of the total warranty period. Asked ATTY if he could produce an invoice showing proof of his hours. ATTY states yes. Advised ATTY, I will follow up tomorrow after further reviewing his counter offer.

CRUSEJ 09/17/2009 11:25:30 AM E-Mail To Matt Woods

Matt,

After further review, our offer remains the same. I have attached it in writing. I will send the original via FedEx.

The usage fee is fair considering the statute allows us to charge up to 15% of the purchase price of the car.

The \$365 in fees you outlined below was rolled into the financing. We are reimbursing a portion of those fees by reimbursing the payments made as well as the down payment. We are also paying off the remaining balance of the loan.

Also, we will only pay \$1,500 in attorney fees.

CRUSEJ 09/17/2009 03:49:14 PM Mail To Matt Woods

EON repurchase offer w/ cc to FOM, Len Pilius.

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2008 Eos 2.0L [REDACTED]	090183553	Mediation/Arbitration	WVWBA71F08V [REDACTED]	5,872		Unknown 405073 Pr. Part: 3885-Mechatronics Pr. Rsn: T05 Auto/Hybrid - Shifts up/down too often
GELFUSB	07/27/2009 12:52:34 PM	Attached Mail From Greg Pascoe				
	Rec'd req for TA of \$3200 due to mechatronic on b/o. Cust purchased 09 EOS in place.					
GELFUSB	07/27/2009 12:57:08 PM	Attached Mail From Greg Pascoe				Unknown Rsn: 82E Parts Delay
	Rec'd contract.					
GELFUSB	07/27/2009 12:57:26 PM	Approved By BG				Unknown 405073 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)
	Req'd ck.					
ARMITAR	07/31/2009 04:41:24 PM	Note To CCC				
	Scanned file to doc center.					
CR_BATCH	08/07/2009 04:00:23 AM	Note To GELFUSB				
	EFT for amount \$ 3200.00 processed on 08/06/2009. AP reference number: 00027666					
GELFUSB	08/07/2009 07:35:01 AM	E-Mail To Greg Pascoe				
	Greg, 405073 rec'd EFT for amount \$ 3200.00 processed on 08/06/2009. AP reference number: 00027666					

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2008 Eos 2.0L [REDACTED]	090183616	Customer Relations	WVWFA71F48V [REDACTED]	20,000		<u>Complaint</u> 409130 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
CALDWEM	07/27/2009 01:37:26 PM	Call From [REDACTED]				
Customer states seeking to have her vehicle repaired and returned back to her, has been at Dealer 409130 for several weeks, were advised by Dealer 409130 Service Advisor (unknown name) to return the rental vehicle today more than likely VW will not continue to pay for the rental. Customer states she is not sure if the part were ordered 7-6-09. Customer states she does not feel comfortable driving the vehicle because of the hesitation in low gears. CO advised Customer the part is on back order, and we are proactively working to obtain the part for the Customer, CO advised the parts are made by the VIN. CO advised Customer we will escalate to a RCM to follow up with Customer on the cell phone [REDACTED] TUES 7/28/09 by COB. CO advised at this time do not return the rental vehicle until she speak with the RCM tomorrow. Customer acknowledged. CO assigns to the RCM.						
CALDWEM	07/27/2009 01:47:32 PM	Assigned To SOR				
Customer states has been advised this FRI by a Service Advisor at Dealer 409130, (name unknown) Customer would need to return the rental vehicle, Customer has a PID-3885 issue, very loyal Customer, states does not feel comfortable to continue driving her vehicle due to the hesitation issues. CO advised Customer to continue driving the rental until she speak with the RCM TUES 7-28-09 on the cell [REDACTED]. RCM contacts Dealer 409130.						
ISTIFOV	07/27/2009 02:04:53 PM	Assigned To ISTIFOV				
Assigned.						
CAMILOM	07/27/2009 03:16:54 PM	E-Mail From [REDACTED]				
I am extremely dissatisfied with the operation of my 2008 EOS and the ability of VW service personnel to correct the problem. I have a letter that provides more detail and I would like to send that to you however space constraints wont allow me to send it via this website. i am currently investigating Virginia Lemon Laws to see if they apply. I would appreciate a response from you soonest. you may call [REDACTED] any time. regards [REDACTED]						
ISTIFOV	07/28/2009 09:41:24 AM	Call To Kevin Fluke			409130	
Service Manager advised that the vehicle will need a new mechatronic unit which has been on order since May 2009. Service Manager advised that the customer has been in a rental vehicle that dealer 409130 placed customer in as of 7/16/09. Service Manager advised he does not have the ETA for the mechatronics unit at this time. RCM to call customer and advise that RCM will follow up with dealer 409130 and customer again on Monday 8/10/09.						

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ISTIFOV	07/28/2009 02:24:07 PM	Voice Mail For [REDACTED]				
	RCM left message advising that RCM will follow up with dealer 409130 on Monday 8/10/09 as RCM will contact dealer 409130 on 8/10/09 to follow up on part status then will notify customer of status. RCM to call dealer 409130 on 8/10/09.					
ISTIFOV	08/10/2009 09:45:09 AM	Voice Mail For Kevin Fluke		409130		
	RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.					
ISTIFOV	08/10/2009 10:18:26 AM	Return Call From Kevin Fluke		409130		
	Service Manager advised that the part arrived and has been installed and the Service Manager is currently road testing the vehicle. Service Manager advised that dealer 409130 will release the vehicle back to the customer today. Service Manager advised the customer has been without her vehicle for 30 days. RCM to call customer and advise of update.					
ISTIFOV	08/10/2009 03:01:44 PM	Call To [REDACTED]				
	RCM advised was calling in regards to her file. RCM advised spoke with the Service Manager earlier today and the part arrived and the Service Manager was road testing her vehicle to ensure repairs are complete and dealer 409130 is to contact her back today to pick up her vehicle. Customer states that she spoke with dealer 409130 earlier this morning but the Service Manager had not road tested the vehicle at that time and is currently waiting for an update from dealer 409130. RCM advised will contact the Service Manager for customer and advise to have him contact the customer with an update. RCM to call dealer 409130.					
ISTIFOV	08/10/2009 03:06:33 PM	Call To Kevin Fluke		409130		
	RCM advised was calling to ensure customer's vehicle is repaired. Service Manager advised the repairs are complete and dealer 409130 is washing the vehicle to be ready for pick up. Service Manager advised he will contact the customer shortly to advise. No					
[REDACTED]	090183722	Customer Relations	WVWBA71F08V [REDACTED]			
HAWLEYD	07/27/2009 02:47:27 PM	Call From Tom Carino		408261		
	Service manager advised that he would like to make RCM aware that he is providing a lease payment to the customer due to the length of wait time for the mechatronics unit. No further action.					
HAWLEYD	08/10/2009 01:08:56 PM	Return Call From Tom Carino		408261		
	Service director advised that the vehicle is repaired and will process 1 month vehicle payment. No further action.					

inquiry 408261
Pr. Part: 3885-Mechatronics
Pr. Rsn: 33R Dealer Calling
In

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VOLKSWAGEN OF AMERICA, INC.
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2008 Eos 2.0L [REDACTED]	090183832	Customer Relations	WVWFA71F08V [REDACTED]	13,000		
MULLINT	07/27/2009 04:30:56 PM	Call From Rob		408092		inquiry 408092 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
<p>SM advised calling with information regarding the vehicle; advised the mechatronics was ordered on 7-2-09; the CUST was advised that the part would be in 3-5 weeks as thats is what they were advised; they are now being told that the part will be in mid to end of August; the CUST is in the vehicle and they are happy with what is going on; calling to provide update. No further action.</p>						

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2008 Eos 2.0L [REDACTED]	090184853	Customer Relations	WVWFA71F78V [REDACTED]	11,000		Complaint 422144 Pr. Part: 3735-Automatic transmission Pr. Rsn: 56E Hesitation
CLAYTOY	07/28/2009 03:13:43 PM	Call From [REDACTED]				Complaint 422144 Rsn: 54Q Extensive Repair History
<p>Customer states: Original owner; Customer did not advise if it is a lease or a purchased vehicle; This customer/family has owned 3 vehicle(s) 2001 Jetta and 2005 Touareg and the current vehicle all the vehicle were purchased new; maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues with the transmission on 7-13-29 the dealer 422144 requested the customer to bring the vehicle back for further diagnosis and the vehicle was brought back on 7-24-09 and the dealer is currently waiting for information from VW. Customer states on 6-25-09 the mechatronic was replaced. Customer states the vehicle has been brought into service three to four times regarding the transmission. ; No additional warranty/Service contract; current symptoms are the transmission hesitates when shifting and the vehicle does not shift properly; Customer is seeking/expecting VW to follow up on with dealer 422144 to obtain answers regarding what repair is needed. Customer states the dealer 422144 is waiting for an answer from VW on what repair needs to be performed. Customer states the vehicle was at his residence; working with Dennis who advised the customer of several dates when update was suppose to have been available but there were no updates. Customer is suppose to call the dealer 422144 back in thirty minutes today 7-28-09 for an update; this customer perceives this to be a premature failure. CO advised the customer a RCM would call the customer by the COB on 7-29-09. Customer states if he does not get an update by the COB today 7-28-09 he would be calling an lemon law attorney. CO advised VW would try to meet the customer's request for a call back today however VW might not be able to meet the customer's request. CO to assign to RCM.</p>						Complaint 422144 Rsn: 96J Dealer did not follow-up
CLAYTOY	07/28/2009 03:29:29 PM	Assigned To CCC				Complaint 422144 Rsn: 95J Length of time for repairs
<p>Please call the customer by the COB today 7-28-09 on cell phone number or the customer is calling a lemon law attorney. Customer is dissatisfied with the lack of follow up from dealer 422144 and the length of time is taking to find out what parts needs to be replace. Customer has his vehicle dealer 422144 is contacting VW to determine what part or parts needs to be replaced due to transmission not shifting properly and the hesitation in the transmission. Customer states this the third or fifth time he had to bring the vehicle in for transmission concern. Customer is seeking VW to find an update for the customer regarding the vehicle repair. RCM to follow up.</p>						
CONLINR	07/28/2009 03:55:42 PM	Assigned To SMITHN				

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SMITHN	07/28/2009 04:20:42 PM	Call To Jaime Trujillo		422144		
		Service Manager advised that he just got off of the phone with the customer and customer was screaming lemon law at him too; he is waiting for his tech to get back so he can get filled in on this. RCM advised Service Manager that RCM is going to contact FOM about it just to give him heads up. RCM to email FOM.				
SMITHN	07/28/2009 05:20:47 PM	E-Mail To Bob Martin				
		RCM sent urgent action email to FOM. RCM to wait on FOM call.				
SMITHN	07/28/2009 05:21:33 PM	Call From Bob Martin				
		FOM advised he is going to call Service Manager at Dealer 422144 and discuss situation with him; will call RCM back as soon as he has an update. RCM to wait on FOM update.				
SMITHN	07/28/2009 05:58:35 PM	Call From Jaime Trujillo		422144		
		(Service Manager called about another case) Service Manager advised that Customer vehicle is not at their dealership; the Customer came in and went for a test drive with the shop foreman unbeknownst to Service Manager; the shop foreman advised Customer that there was still a concern and Customer may want to bring the vehicle back in. RCM to call Customer.				
SMITHN	07/28/2009 08:03:14 PM	Call To [REDACTED]				
		RCM advised Customer that RCM can't do anything without the vehicle being at the dealership; would like to talk to my field to find out when they will be able to see vehicle. RCM will call Customer tomorrow. RCM to call FOM.				
SMITHN	07/29/2009 02:40:22 PM	Call To Bob Martin				
		FOM advised that he is going to get the QTM to come in and look at vehicle when he is going to be at the dealership next; Customer spoke with Service Manager last night and seemed to be fine with it. RCM to call Customer and make sure he is ok with waiting a couple of weeks for QTM to see vehicle.				
SMITHN	07/29/2009 03:47:25 PM	Call To [REDACTED]				
		RCM advised Customer that Dealer 422144 is going to be arranging a QTM to inspect the vehicle; Service Manager will be contacting Customer to arrange that meeting; RCM is going to back out of this and if Customer needs RCM back in then he can call me. Customer states he is ok with this; he has already spoken with Service Manager. No further action.				

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SMITHN	07/30/2009 04:01:16 PM	Call From Jaime Trujillo		422144		
		Service Manager advised that they have compared the vehicle with another vehicle on their lot and this vehicle is operating as designed; he has let Customer know and the customer was accepting but maybe not happy. No further action.				
CASABD	08/06/2009 10:56:52 AM	Return Call From [REDACTED]				
		Customer states/seeks: Had a conversation some time ago with RCM; would like to speak with her again regarding same issue. CA advised: Per case notes, CA can see that the RCM offered to jump back in case if necessary; CA will attempt to locate the RCM, if she is assisting other customers then CA will transfer Customer to her voice mail. CA to locate RCM.				
CASABD	08/06/2009 11:00:24 AM	Call To Nancy Smith				
		RCM advised: At this time, she is taking L1 calls; CA can transfer to voice mail. CA to transfer CUST to voice mail.				
CASABD	08/06/2009 11:01:19 AM	Transfer To Nancy Smith-RCM Wester				
		CA transferred CUST to RCM's voice mail. RCM to review.				
SMITHN	08/06/2009 01:03:46 PM	Voice Mail From [REDACTED]				
		Customer states seeking to speak with RCM; he is not happy with Dealer 422144. RCM to call Customer.				
SMITHN	08/06/2009 01:07:24 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM to wait on Customer call.				
CLAYTOY	08/06/2009 01:23:05 PM	Return Call From [REDACTED]				
		Customer states he is returning the RCM phone call. CA advised the customer if the RCM is not available the customer could leave a voicemail message. CA to transfer to RCM.				
CLAYTOY	08/06/2009 01:27:28 PM	Transfer To Ms Smith				
		Transfer to RCM.				

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SMITHN	08/06/2009 01:29:43 PM	Call From	[REDACTED]			Customer states that he feels there is still something wrong with the vehicle and there is still a hesitation in the vehicle; Dealer 422144 is telling him that this is the way the vehicle is but he just doesn't buy it; would like to have vehicle looked at by QTM from VWoA. RCM advised Customer that RCM is unable to arrange a meeting with QTM as QTM is a dealer resource, I will talk to Service Manager at Dealer 422144 and see if they can arrange something. RCM will call Customer back by COB today. RCM to call Dealer 422144.
SMITHN	08/06/2009 01:35:11 PM	Voice Mail To	Jaime Trujillo			RCM LVMM for Service Manager advising what Customer is seeking. RCM to wait on Dealer 422144 call.
SMITHN	08/06/2009 05:14:56 PM	Call From	Jaime Trujillo	422144		Service Manager advised he will contact FOM and see if he wants to meet with the customer; he usually says no but he might be up for it. RCM to call Customer and move call back date to tomorrow.
SMITHN	08/06/2009 07:33:13 PM	Call To	[REDACTED]			RCM advised Customer that RCM spoke with Dealer 422144 and he advised he is going to contact field and see if he will meet with Customer; Dealer also suggested that Customer come in and drive another EOS and see that they all have the characteristics that Customer vehicle is exhibiting. Customer states he suggested that before and they were not willing to do that; he will call Service Manager and set that up. RCM advised Customer that RCM will call him before COB tomorrow. RCM to wait on Dealer 422144 call.
SMITHN	08/07/2009 01:40:56 PM	Voice Mail To	Jaime Trujillo	422144		RCM LMTRMC. RCM to wait on Dealer 422144 call.
SMITHN	08/07/2009 05:27:30 PM	Voice Mail To	[REDACTED]			RCM LMTRMC. RCM to wait on DLR 422144 call.
SMITHN	08/07/2009 05:29:27 PM	Call To	[REDACTED]			RCM advised Customer that RCM hasn't heard from Dealer about field request; will follow up with Customer before COB on Monday 8-10-09. Customer states he will call dealer next week to schedule drive with Service Manager. RCM to wait on Dealer 422144 call.

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SMITHN	08/07/2009 05:36:06 PM	Call From Jaime Trujillo		422144		
	Service Manager advised he emailed FOM but hasn't heard back from him; Service Manager will call RCM when FOM calls him. RCM to wait on Dealer 422144 call.					
CONLINR	08/10/2009 07:50:11 PM	Call To [REDACTED]				
	RCM advised still researching concerns; will follow up with Customer by COB tomorrow. RCM to wait Dealer call					
SMITHN	08/11/2009 12:22:42 PM	E-Mail To Jaime Trujillo		422144		
	RCM sent email to Dealer 422144 to get update if any. RCM to wait for Dealer email.					
SMITHN	08/11/2009 07:48:31 PM	Call To Jaime Trujillo		422144		
	Service Manager advised Customer hasn't come in to drive vehicle. RCM to call Customer.					
SMITHN	08/11/2009 07:50:40 PM	Call To [REDACTED]				
	RCM advised Customer to call back once he test drives another vehicle. Customer states he will call. No further action.					

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2008 Eos 2.0L [REDACTED]	090184870	Mediation/Arbitration	WVWFA71F98V [REDACTED]	17,738		Unknown 409215 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
GELFUSB	07/28/2009 03:07:15 PM	Attached Mail From [REDACTED]				
	Rec'd letter from owner seeking final repair attempt. Veh was brought in 3 times for hesitation, last time being 6/12. Per letter dlr has part on order for this issue. Assume it's Mechatronics.					
GELFUSB	07/28/2009 03:24:46 PM	Call To Rick Schultz		409215		
	Part just came in yesterday, veh is repaired, he sent it to the detail shop since they had it so long. Advised I would call the owner on Thursday.					
GELFUSB	07/30/2009 08:59:07 AM	Call To [REDACTED]				
	Called # listed on letter and someone at his home answered, I left a msg for him to rmc.					
CAMILOM	07/30/2009 09:31:50 AM	E-Mail From [REDACTED]				
	car at the dealership for 45 days					
GELFUSB	08/03/2009 07:45:54 AM	Mail To [REDACTED]				
	Was not able to spk with owner, played phone tag, send offer to owner for cs of \$1500.					
GELFUSB	08/04/2009 08:05:44 AM	Attached Mail From [REDACTED]				
	Rec'd letter from owner advising that the dlr called him to retrieve the veh on 7/29, 47 days down. He is seeking repurchase or replacement.					
GELFUSB	08/04/2009 11:11:38 AM	Call From [REDACTED]				
	Apologized for issues with veh, advised that I received orig letter, confirmed repairs and sent him offer that he should rec today for cs of \$1500. He states that veh is still not accelerating properly, still hesitates when stepping on the gas. Seeking to know how replacement will work. Advised I needed finance info and I would see if repl is avail and what it would take (usage) to proceed. Advised owner I would call and left msg as to what I need because he could not write anything. I called owner and left v.m.m. indicating I needed registration, buyers order and bank name, # and account #. Once I contact the bank and get info, I would let him know.					

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GELFUSB	08/06/2009 01:50:43 PM	Call From	[REDACTED]			He had questions on how a SOC worked, gave him the info, but advised that I don't know if his bank will do it since he has not provided me bank info yet. He wants to do replacement most likely, advised him to forward me the requested info and I will contact once I get the info from the bank.
GELFUSB	08/10/2009 08:10:54 AM	Call To	NFCU			Called them on Friday, they will do the SOC, the cust has to call with the new VIN to initiate the process.
GELFUSB	08/10/2009 08:15:17 AM	E-Mail To	[REDACTED]			I did confirm with NFCU that we can do the substitution of collateral; however, I will need your buyer's order to proceed. You provided me with your loan agreement, but that is not your buyer's order. This is a document with the dealers logo on it showing purchase price, sales tax, etc. This agreement is only the loan agreement for what was financed. Please forward the buyer's order. Regards, Bonnie
GELFUSB	08/11/2009 10:57:39 AM	E-Mail From	[REDACTED]			Rec'd buyers order.
GELFUSB	08/11/2009 10:58:07 AM	E-Mail To	[REDACTED]			sent BCC to FOM Kevin Norton: [REDACTED] Attached is the offer to replace. Usage calculated to \$4733.02, but I reduced it. Please let me know if you have any questions.

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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>
GELFUSB	08/13/2009 07:35:23 AM	E-Mail From	[REDACTED]			

Attn: Bonnie Gelfusa

I am in receipt of your correspondence dated August 12, 2009, in which Volkswagen of America, Inc. (Volkswagen) offered to replace my 2008 VW EOS LUX with a new EOS and asks for a contribution from me of \$2,000.00 for usage.

Pursuant to North Carolina's New Motor Vehicles Warranties Act (N.C.G.S. 20-351), I understand how you calculated the usage fee requested in your letter, however, N.C.G.S. 20-351.3(c) does not apply to a replacement remedy. Should I opt to return my vehicle to Volkswagen for a refund, as opposed to seeking a replacement new vehicle, Volkswagen would be entitled under the law to assess a reasonable allowance for usage as calculated under N.C.G.S. 20-351.3(c) and would be obligated to refund to me the full contract purchase cost of the vehicle, all collateral charges (including, but not limited to, sales tax, license and registration fees, annual state personal property taxes, annual state vehicle registration fees), all finance charges incurred by me subsequent to the first date I reported the vehicle non-conformity to the Volkswagen Dealership, and any incidental damages and monetary consequential damages (which may include reasonable attorney fees) I may have incurred. As I interpret it, an allowance for usage fee is not warranted by the law when the remedy is a comparable new replacement vehicle, so I will not agree to one.

I purchased my brand new 2008 Volkswagen EOS from Southern States Imports in Raleigh, NC, on April 22, 2008. I traded-in a 2004 Volkswagen Tourag that I had purchased brand new back in 2004 for the 2008 EOS. And many years ago I owned and drove a Volkswagen Jetta. I have been a loyal Volkswagen customer for many years and have even been an advocate for the brand amongst my family and friends. I am currently in the market for a new vehicle for my teenage daughter and had been considering a new Volkswagen Rabbit. Needless to say, I am very disappointed

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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GELFUSB 08/13/2009 07:35:43 AM E-Mail From cont.

with the performance of my 2008 EOS and have been much inconvenienced over the past 8 months relative to that vehicle.

To settle my claim I require that my lemon 2008 EOS LUX be replaced with a comparable new replacement vehicle as follows:

< div class=MsoNormal style="MARGIN: 0in 0in 0pt 0.5in; TEXT-INDENT: -0.25in; mso-list: l0 level1 lfo1">ζ A new Volkswagen EOS LUX

ζ Exterior Color: Reflex Silver Metallic (1st choice); Opal Silver (2nd choice)

ζ Interior Color: Cornsilk Beige/Leather

ζ Interior Accessories: Technology Package with iPod connection, Premium Sound system and Rubber Floor mats

In addition, I request remuneration of \$1,400.00 for 2 car payments I made on my vehicle while it was at the dealership for repairs.

The 2008 Volkswagen EOS I purchased last year is considered a `lemon' under North Carolina's New Motor Vehicles Warranties Act and has caused me considerable inconvenience and aggravation. Consequently I believe my counteroffer above to settle my claim is reasonable and appropriate. Note that this is my third letter to Volkswagen asserting my rights under the New Motor Vehicles Warranties Act (N.C.G.S. 20-351).

GELFUSB 08/13/2009 07:53:21 AM E-Mail To ██████████

First, I want to say that we certainly appreciate the loyalty you have shown towards Volkswagen. Please understand that the offer provided to you was a gesture of goodwill and not dictated by the North Carolina Lemon Law. We apologize that we could not get the part to your dealership any sooner and because of that we offered \$1,500.00. During our conversation you advised that you would rather have a replacement vehicle, to which I am complying. You are seeking a vehicle with added equipment that your vehicle was not manufactured with and an additional \$1,400.00. Unfortunately I am unable to comply with your requests.

Volkswagen, however, will reduce your usage to \$1,500.00. In addition, should you decided to proceed with the replacement and your daughter decide on a Rabbit, or any other Volkswagen model, we will provide you a check for your usage, plus \$1,000.00 for a total of \$2,500.00. We just require a signed lease contract or buyers order and we will mail you a check.

██████████ we sincerely apologize if this vehicle has not lived up to your expectations and we would like to assist you; unfortunately, we cannot comply with your current requests.

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>
GELFUSB	08/14/2009 02:05:34 PM	E-Mail From	[REDACTED]			

Ms. Gelfusa:

I am in receipt of your emailed correspondence dated August 13, 2009, in which you decline to accept the terms I requested for settling my claim against Volkswagen of America, Inc. Per my earlier letter to you/Volkswagen, to settle my claim I asked that Volkswagen replace my lemon 2008 EOS Lux with a comparable new replacement vehicle as follows:

- ¿ A new Volkswagen EOS Lux
- ¿ Exterior Color: Reflex Silver Metallic (1st choice); Opal Silver (2nd choice)
- ¿ Interior Color: Cornsilk Beige/Leather
- ¿ Interior Accessories: Technology Package with iPod connection, premium sound system and rubber floor mats.

In addition, I requested remuneration of \$1,400.00 for 2 car payments I made on my vehicle while it was at the dealership for repairs. Relative to the vehicle specifications I requested above, I want to clarify that all the interior accessories (i.e., technology package with iPod connection, etc.) I requested above to be included on a replacement vehicle correspond to what I currently have in my 2008 EOS Lux. I purchased my 2008 EOS Lux with those options/accessories already installed -- I am not asking for any options or upgrades that I don't already have on my 2008 EOS Lux. Under North Carolina's New Motor Vehicles Warranties Act (N.C.G.S. 20-351), if I choose to accept a replacement remedy I am entitled to a comparable new replacement vehicle. For the replacement vehicle to be ¿comparable¿ it should have the same options or upgrades as the vehicle being replaced. I have requested a ¿Lux¿ model EOS above for the comparable new replacement vehicle because my 2008 EOS is a Lux model. The interior color I requested above is the same as what I have in my 2008 EOS Lux. I provided two color choices above for the comparable new replacement vehicle because, per the Volkswagen website, the color I chose back in 2008 is no longer available. For your information I have attached a copy of the dealer

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

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

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

GELFUSB 08/14/2009 02:11:58 PM E-Mail From [REDACTED] cont.

For your information I have attached a copy of the dealer window sticker from the purchase of my 2008 EOS Lux to evidence the accessories and / or options purchased with my vehicle back in 2008.

As to the remuneration of \$1,400.00 I requested, I do not think it is appropriate that I should have paid 2 car loan payments on my 2008 EOS Lux while it was in the custody of the Volkswagen dealership for repairs. I did not have my vehicle for 47 straight days. I should not have to pay for a car that I could not drive for 47 consecutive days due to a manufacturer defect in the vehicle.

As I tried to discern how Volkswagen had calculated the usage fee initially requested from me I found that the original usage fee amount calculated appears to have been derived using the calculation methodology contained in N.C.G.S. 20-351.3(c), however N.C.G.S. 20-351.3(c) does not apply to a replacement remedy. And as an `allowance for usage' fee is not warranted by the law when the remedy is a comparable new replacement vehicle, I reiterate that I will not agree to pay one.

The 2008 Volkswagen EOS Lux I purchased last year is considered a `lemon' under North Carolina's New Motor Vehicles Warranties Act and has caused me considerable inconvenience and aggravation. Consequently I believe my counteroffer to settle my claim is reasonable, fair and appropriate. Note that this is my fourth correspondence to Volkswagen asserting my rights under the New Motor Vehicles Warranties Act (N.C.G.S. 20-351).

Sincerely,

[REDACTED]

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

<u>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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GELFUSB 08/14/2009 02:13:20 PM E-Mail To [REDACTED]

[REDACTED] I apologize about the vehicle configuration misunderstanding. When you wrote Premium sound system I immediately thought of the Dynaudio Premium system, which your original vehicle did not have. Your vehicle does have a Premium sound system, but it's standard for the Lux package.

We obviously want to resolve this issue amicably with you, but it appears as though we are at an impasse. You dictate the law in your emails, but I want to remind you that this is not being done under the NC Lemon Law, it is a gesture of goodwill. Under the lemon law Volkswagen is afforded an opportunity to comply a vehicle to the warranty once provided with written information regarding the non-conformity. In this situation the first written document regarding the issue was received on or about July 23. Your vehicle was repaired within approximately five (5) days of receipt of that letter. Taking that into consideration, we are still offering to replace your vehicle.

If you are not satisfied with the offer to replace, I have enclosed an offer to repurchase for you to review. We would obviously like to replace your vehicle, but understand if you would like to proceed with the repurchase. In addition, I have enclosed an updated replacement offer with the additional offers made in my last email.

Please do not hesitate to contact me if you have any questions or concerns.

GELFUSB 08/26/2009 10:47:03 AM Call From [REDACTED]

He wanted to know what we were going to do, advised him that we have sent 2 offers that we felt were very fair in this matter. Cust just said ok and we hung 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>
2008 Eos 2.0L [REDACTED]	090184910	Recovery	WVWBA71F48V0 [REDACTED]			
PABSTM	07/28/2009 03:41:37 PM	Call To mike Davis		406524		Complaint 406524 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	Service Advisor advised the customer is not in a rental, they have not offered goodwill, they are just waiting for the main part. RCM advised making proactive outbound call to the customer. RCM to assign to CO.					
PABSTM	08/04/2009 08:58:50 AM	Assigned To MANNAE				
MANNAE	08/04/2009 04:04:38 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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]	090185505	Recovery	WVWBA71F58V [REDACTED]			inquiry 422567 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/29/2009 08:25:51 AM	Note To CCC				
RCM to send mechatronic email to Dealer 422567.						

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	07/29/2009 01:07:14 PM	E-Mail To John Hatcher		422567		

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.

Nancy Smith
Volkswagen Customer CARE
Western Regional Case Manager
Volkswagen of America
3499 Hamlin Road
Rochester Hills, MI 48309
Phone: 248-754-3636

Please consider the environment before printing this e-mail.
RCM to wait on DLR 422567 email.

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/05/2009 01:07:15 PM	Note To CCC				
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]	090185506	Recovery	WVWBA71F68V [REDACTED]			
SMITHN	07/29/2009 08:28:02 AM	Note To CCC				
	RCM to send mechatronic email to Dealer 422180.					inquiry 422180 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

SMITHN 07/29/2009 01:10:30 PM E-Mail To Bob Salo 422180
 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 oveṙ. 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: WVWBA71F68V0 [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 on DLR 422180 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>
SMITHN	07/29/2009 02:12:12 PM	E-Mail From Bob Salo		422180		
						Customer is in a rental right now - No goodwill needed - vehicle covered under warranty ETA on part coming from Germany is 8/7/2009 Outbound to call Customer.
SMITHN	07/29/2009 02:32:01 PM	Assigned To MANNAE				
MANNAE	08/04/2009 04:43:57 PM	Voice Mail To [REDACTED]				
						CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090185509	Recovery	WVWFA71FX8V [REDACTED]			
SMITHN	07/29/2009 08:30:29 AM	Note To CCC				
RCM to send mechatronic email to Dealer 422505.						inquiry 422505 Pr. Part: 3885-Mechatronics Pr. Rsn: 60G 2007 VW JDP Engine Noise

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	07/29/2009 01:16:13 PM	E-Mail To Ted Weinsziehr		422505		

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: WVWFA71FX8V [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.

Nancy Smith
Volkswagen Customer CARE
Western Regional Case Manager
Volkswagen of America
3499 Hamlin Road
Rochester Hills, MI 48309
Phone: 248-754-3636
RCM to wait on Dealer 422505 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>
SMITHN	07/29/2009 02:26:19 PM	E-Mail From Ted Weinsziehr		422505		
						1) Is the customer in a rental or loaner?yes 2) Have you offered any goodwill?no 3) What part arrival time has been communicated to the customer?part being installed on 07/29/09 4) Other pertinent information that you think we should be aware of?no Outbound to call Customer.
SMITHN	07/29/2009 02:32:23 PM	Assigned To MANNAE				
ABDULAM	07/29/2009 05:13:32 PM	Note To ccc				As part has arrived at Dealer, no further follow up is required from 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>
2008 Eos 2.0L [REDACTED]	090185511	Recovery	WVWFA71F18V [REDACTED]	12,000		
SMITHN	07/29/2009 08:39:19 AM	Assigned To ZEHELD				
	RCM to send mechatronic email to Dealer 426085.					Inquiry 426085 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/29/2009 11:48:50 AM	E-Mail To Neil Vitro		426085		
	We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them. Customer Name: [REDACTED] Model Year/Model: 2008 Eos VIN: WVWFA71F18V [REDACTED] At your earliest convenience, please review and respond to the following questions: 1) Is the customer in a rental or loaner? 2) Have you offered any goodwill? 3) What part arrival time has been communicated to the customer? 4) Other pertinent information that you think we should be aware of? If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response. Thank you in advance for your help. RCM to wait Dealer 426085 e-mail.					Inquiry 426085 Part: 3885-Mechatronics Rsn: 97J Part Delays (No Error in Dealer Ordering)
SHORTK	07/29/2009 04:35:59 PM	Call From [REDACTED]				
	Customer states 1st VW, leased, maintained at DLR 426085, VEH doesn't shift properly, needs mechatronics unit replaced, part ordered 2 week and DLR advised part won't be available for another 6 weeks. Customer states seeking VW to make his vehicle payments until VEH is repaired. Customer is not currently in a loaner and does not feel a rental would be comparable to her VEH. CO advised customer our primary goal is to repair the vehicle under the terms of the warranty. CO advised customer RCM would follow up with her by COB 7/30/09. RCM to contact 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>
ZEHELD	07/30/2009 12:37:33 PM	Call To Neil Vitro		426085		Service Manager states vehicle has been down since 7/16 waiting for mechatronic; Customer was put in a rental but brought it back because she was leaving town for 6 weeks; husband is seeking a vehicle payment. RCM advised Service Manager to call RCM when the vehicle is repaired. RCM to call Customer.
ZEHELD	07/30/2009 01:14:08 PM	Call To [REDACTED]				RCM LVMM; advised is willing to research in to Customer request for vehicle payment; have to wait until vehicle is repaired; Dealer 426085 will be calling RCM when repairs are completed and RCM will then call Customer with an update. Customer can call RCM with any further questions. RCM to set follow up date for 8/7 as part is expected to arrive by then. Pending Dealer/Customer call, no further action.
GHIDROA	07/30/2009 03:03:50 PM	Return Call From [REDACTED]				Customer states: seeking to speak with RCM in regards to the voicemail message left by RCM. CA advised: RCM did set the follow-up date to 8/7/09; VW would need to wait until the vehicle is repaired in order to provide customer with an update. Customer states: he is still seeking to speak with RCM. CA to transfer the call.
GHIDROA	07/30/2009 03:06:41 PM	Transfer To Darrel				CA transfers the call to RCM. RCM to continue the conversation with customer.
ZEHELD	07/30/2009 03:10:23 PM	Continued Comment With [REDACTED]				RCM advised will research vehicle payment when vehicle is repaired; have to wait until vehicle is repaired prior to making a decision. Customer states seeking to know what data Service Manager provided to RCM. RCM advised vehicle has been down since 7/16; Service Manager will be calling RCM and Customer when repairs are complete and RCM will follow up at that time. RCM to set follow up date for 8/7 as part is expected to arrive by then. Pending Dealer/Customer call, 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]	090185518	Recovery	WVWBA71F18V [REDACTED]	0		inquiry 423337 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/29/2009 08:56:13 AM	Assigned To ZEHELD				
	RCM to send mechatronic email to Dealer 423337.					
ZEHELD	07/29/2009 12:41:46 PM	E-Mail To Abby Bacon		423337		
	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: 200 [REDACTED] VIN: WVWBA71F18V [REDACTED] At your earliest convenience 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 423337 e-mail.					
ZEHELD	07/30/2009 12:49:43 PM	Call To Abby Bacon		423337		
	Service Manager states will send e-mail response shortly. RCM to wait Dealer 423337 e-mail.					
ZEHELD	07/30/2009 12:51:08 PM	E-Mail From Abby Bacon		423337		
	Car came in on 7/20. Mechanitronix on backorder; ETA is 8/7/09 customer got a rental on 7/23/09 RCM to assign to outbound project 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>
ZEHELD	07/30/2009 12:57:03 PM	Assigned To MANNAE				
		CO to call Customer.				
MANNAE	08/04/2009 04:48:27 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 ██████████	090185524	Recovery	WVWFA71F28V ██████████				
SMITHN	07/29/2009 09:02:39 AM	Assigned To ZEHELD RCM to send mechatronic email to Dealer 423071.					inquiry 423071 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/29/2009 12:20:14 PM	E-Mail To Frank Cruz 423071					
<p>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.</p> <p>Customer Name: ██████████</p> <p>Model Year/Model: 2008 Eos</p> <p>VIN: WVWFA71F28V ██████████</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 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? <p>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.</p> <p>Thank you in advance for your help.</p> <p>RCM to wait Dealer 423071 e-mail.</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	07/29/2009 02:23:32 PM	E-Mail To Frank Cruz		423071		
		1) Is the customer in a rental or loaner? Not in loaner				
		2) Have you offered any goodwill? None offered or asked for				
		3) What part arrival time has been communicated to the customer? Repair Order# 119709 written 7/01 for part#02E-325-025-AD-ZC MECHATRON original ETA was aprox. 2-3 weeks Parts manager checking on new ETA				
		4) Other pertinent information that you think we should be aware of? Just received word that it should be here this week and we will confirm with customer once it is in our hands RCM to assign to outbound project CO.				
ZEHELD	07/29/2009 02:27:26 PM	Assigned To MANNAE				
		CO to call Customer.				
MANNAE	08/04/2009 04:12:05 PM	Call To Jim		423071		
		CO inquired on name of person driving vehicle. SA states can't read signature and phone number is [REDACTED]. CO to call customer.				
MANNAE	08/04/2009 04:14:33 PM	Call To [REDACTED] - driver				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

<u>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]	090185527	Recovery	WVWBA71F98V [REDACTED]			
SMITHN	07/29/2009 09:05:49 AM	Assigned To ZEHELD				
RCM to send mechatronic email to Dealer 426026.						inquiry 426026 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/29/2009 12:34:25 PM	E-Mail To Cecil Irvan		426026		
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: WVWBA71F98V [REDACTED]						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
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?						Complaint 426026 Part: 3885-Mechatronics Rsn: 97J Part Delays (No Error in Dealer Ordering)
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 426026 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	07/29/2009 02:28:44 PM	E-Mail From Kerry McConnell		426026		
						<p>1) Is the customer in a rental or loaner? no rental car</p> <p>2) Have you offered any goodwill? offered loaner car. no other goodwill offered</p> <p>3) What part arrival time has been communicated to the customer? was told 7-10 days from original diagnosis.. found out may be mid august to late august.. have not contacted customer at this point due to no exact date. am going to call on 7-29- to inform customer of findings</p> <p>4) Other pertinent information that you think we should be aware of? yes they are very frustrated in this matter they have mentioned they are losing faith in vw.. they purchased the vehicle, its good weather and they cannot enjoy the car.. i have padded the situation the best of my ability and explained this is unusual for there to be such a delay.. i do believe after they find out today that the part will be mid to late august they will be very unhappy..</p> <p>RCM to assign to outbound project CO.</p>
ZEHELD	07/29/2009 02:30:28 PM	Assigned To MANNAE				CO to call Customer.
MANNAE	08/04/2009 04:52:30 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.
HOWARDB	08/06/2009 10:00:07 AM	Return Call From [REDACTED]				Customer stated that he received a call from VW thanking him for his patience; Customer stated that he is very frustrated at the time it is taking for the part to come in. Customer stated that his vehicle has been down for almost 30 days, and in his state if the vehicle is down for more than thirty days he qualifies for the Lemon Law, and the manufacturer has to take back the vehicle. Customer stated that he is paying on a vehicle that he is not driving. Customer stated that even when the vehicle is repair, he not sure the vehicle concerns will be addressed, and he does not want the vehicle back. CA advised the Customer that due to his concerns his file will be forwarded to the RCM, and he will be contacted with an update before the close of business on 08/07/09. CA asked the Customer if he is in a rental. Customer stated that the Dealer offered a rental, but he declined because he had another vehicle. CA to assign to RCM Western Region.

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>
HOWARDB	08/06/2009 10:08:57 AM	Assigned To Regional Case Manager				
		Customer is seeking to get out of the vehicle, due to the length of time the vehicle has been down, and the Customer is not sure that the vehicle concerns will be addressed when the part comes in. Customer can be reached on his cell phone before the close of business on 08/07/09. RCM to research.				
ZEHELD	08/06/2009 11:32:06 AM	Assigned To ZEHELD				
MANNAE	08/07/2009 07:41:54 PM	Call To [REDACTED]				
		CA advised customer at this time our main goal is to work within the terms of the LNVW advised once vehicle is repaired and operating to manufacturer specifications and once repairs are completed we can review his request with no guarantee VW will meet his request. Customer states will be without vehicle for 30 days as of 8-11-09, paying for vehicle and insurance that he is not driving. CA advised will continue to follow up with dealership and will follow up with customer once part arrives. RCM to call dealer.				
ZEHELD	08/10/2009 01:52:21 PM	Call To Kerry McConnell		426026		
		Service Advisor advised part arrived Friday; repairs finished this morning; checking for quality; customer has been contacted; vehicle returned to customer today; vehicle down since 7/13. RCM to call Customer and offer 1 months vehicle payment. RCM to call FOM.				
ZEHELD	08/10/2009 03:17:51 PM	Voice Mail To Ed Groth				
		RCM called backup FOM.				
		RCM LMTRMC. RCM to wait FOM call.				
ZEHELD	08/10/2009 03:48:02 PM	Return Call From Ed Groth				
		FOM states for RCM to offer 1 months vehicle payment and some Dealer services. 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>
CONLINR	08/11/2009 06:21:44 PM	Call To [REDACTED]				RCM advised: have reviewed concerns with Dealer; Vehicle is currently repaired; VW will continue to work within the terms of the warranty to repair manufacturer shortcomings; VW will offer 1 month Vehicle payment and \$250 in Dealer services as goodwill due to inconveniences. Customer states accepts offer; hopes that Vehicle is currently repaired; does not have a pen, but will call back to obtain CCC fax number, has the reference number. RCM advised once documents are received it will take roughly 1 month to process Vehicle payment, so Customer should make payments as usual; in the mean time VW will send \$250 in Dealer services, which will take 7-10 business days to generate. RCM to assign to Team 5
CONLINR	08/11/2009 06:23:58 PM	Assigned To Fox				Team 5 to issue \$250 in Dealer Services. If Customer calls, Level 1 to provide CCC fax number. Team 5 to send letter
BICKMAD	08/12/2009 05:32:59 AM	Assigned To BOMMARJ				
BOMMARJ	08/12/2009 06:12:30 PM	Mail To [REDACTED]				CA generated and sent mail to Customer that can be viewed in doc center. CA to reassign.
BOMMARJ	08/12/2009 06:21:39 PM	Assigned To CONLINR				CO to review and close.
CONLINR	08/12/2009 06:38:20 PM	Note To CCC				RCM reviewed. Pending Customer call. No further action
HOWARDB	08/14/2009 11:22:04 AM	Return Call From [REDACTED]				Customer called, and stated that he is seeking the fax number to mail his coupon statement for the vehicle payment. CA advised the Customer that he can send his statement to (6504) fax. Customer wanted to know when the payment will be made. CA advised the Customer that he would continue to mail his payment as scheduled, and the vehicle payment will be applied to his account. CA advised the Customer that the \$250 Dealer services letter is being mailed to him. No further action, pending fax from the Customer. RCM to review, and close case.

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	08/14/2009 12:07:20 PM	Note To CCC				Pending Customer fax/mail. NO further action
WHEELEK	08/19/2009 03:05:34 PM	Call From [REDACTED]				Customer staets: per her spouse she needed to fax a copy of her VCI statement; would prefer the have the check mailed to her home address. CA advised: CCC will need a copy of her VCI statement; will provide a credit towards her account in the form of an EFT (electronic funds transfer) will research her request. CA to research with RCM.
WHEELEK	08/19/2009 03:11:21 PM	Face-To-Face With ConlinR				RCM advised VW is unable to meet customer's request; will forward EFT to VCI. CA to return to customer.
WHEELEK	08/19/2009 03:12:01 PM	Return To [REDACTED]				CA advised: VW is unable to meet her expectation to have the one month credit (i.e. vehicle payment amount) mailed to the home address. Customer states: she understands that VW did not have to do anything; but she has been inconvenienced; she did not ask for a rental because she has another vehicle; however, she would not have put miles on the vehicle, because she would have been driving her EOS; she wants to make sure someone is aware of her dissatisfaction. CA advised: her concerns have been documented for internal review; we evaluate all requests on a case-by-case basis; if there are any updates, she will be notified in writing. RCM to review/close
CONLINR	08/19/2009 03:23:43 PM	Assigned To ZEHELD				RCM to review and close
ZEHELD	08/19/2009 03:39:14 PM	Assigned To ccc				Correspondence to send BBB as Customer is still dissatisfied.
WILLIAC2	08/19/2009 03:59:06 PM	FAX From [REDACTED]				Fax in doc center.

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09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	08/19/2009 04:41:04 PM	Note To ccc				
	RCM to generate check request.					
ZEHELD	08/19/2009 04:48:54 PM	Note To ccc				
	849543841; WVWBA71F98V [REDACTED]; VW to EFT 1 vehicle payment to VCI due to length of time for repairs; total = \$641.02					
	Correspondence to send BBB as Customer is still dissatisfied.					
BICKMAD	08/20/2009 05:28:32 AM	Assigned To GORALCT				
GORALCT	08/24/2009 11:48:44 AM	Mail To [REDACTED]				
	CA generated and sent mail to owner which can be viewed in the doc. center. CA to reassign to RCM.					
GORALCT	08/24/2009 11:49:30 AM	Assigned To ZEHELD				
	RCM to review.					
ZEHELD	08/24/2009 11:51:57 AM	Note To ccc				
	Wait check.					
CR_BATCH	08/27/2009 04:00:52 AM	Note To ZEHELD				
	Amount for \$ 641.02 was Posted on 08/26/2009. AP reference number: 40044821					
STRINGD	08/27/2009 08:59:17 AM	Note To CCC				
	Received return mail. Forwarding to CA.					
ZEHELD	08/27/2009 01:45:19 PM	Call To Susan		426026		
	RCM confirmed Customer address with Service Advisor. 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>
ZEHELD	08/27/2009 05:28:12 PM	Voice Mail To	[REDACTED]			RCM LMTRMC; seeking Customer to call back and verify mailing address as BBB letter was returned. (Level 1 to update mailing address and assign case to Correspondence for duplicate BBB letter) Pending Customer call, no further action.
ALLAINK	08/27/2009 06:33:32 PM	Return Call From	[REDACTED]			Customer states returning phone call per CO request to provide accurate address; advised address is to PO Box 1465 in Sutter Creek, CA. 95685; should not include the street address indicated on the customer screen. CO updated the mailing address. Customer states that he is very unhappy about the situation with his vehicle that the transmission is not made for the mountains; has now been without his vehicle for 29 days. CA apologized for his experience. CO to send out BBB forms.
ZEHELD	08/27/2009 06:43:03 PM	Assigned To	ccc			Correspondence to resend BBB to updated mailing address.
BICKMAD	08/28/2009 06:02:41 AM	Assigned To	HERRINB			
CONLINR	08/31/2009 05:48:22 PM	Note To	CCC			CO to send \$250 in Dealer Services to Customer at corrected address: PO Box 1465 in Sutter Creek, CA. 95685 CO to send letter
HERRINB	09/01/2009 09:31:29 AM	Assigned To	BOMMARJ			Assigned for handling. Please re-send dealer service voucher to the corrected address.
BOMMARJ	09/02/2009 11:25:50 AM	Mail To	[REDACTED]			CA generated and resent BBB letter and Dealer services letter and voucher (stamped copy) to updated address that can be viewed in doc center. CA to reassign.
BOMMARJ	09/02/2009 03:27:39 PM	Assigned To	ZEHELD			CO to review and close.

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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	09/02/2009 03:31:24 PM	Note To ccc				RCM reviewed and closed. No further action.
STRINGD	09/09/2009 09:38:37 AM	Note To CCC				Received return mail. Forwarding to CA.
ZEHELD	09/09/2009 02:54:23 PM	Note To ccc				RCM reviewed returned mail; BBB was not sent to updated address. RCM to speak with Correspondence TA.
ZEHELD	09/09/2009 03:04:02 PM	Face-To-Face With Katie Spina				Correspondence TA advised RCM to assign case to Correspondence CA and have BBB letter reissued; Dealer services was sent to the correct address, BBB letter was not. RCM to assign to Correspondence.
ZEHELD	09/09/2009 03:06:21 PM	Assigned To Bommarj				Correspondence to send BBB to updated address listed in Customer screen.
BOMMARJ	09/09/2009 03:12:49 PM	Mail To [REDACTED]				CA generated and resent BBB letter to updated address that can be viewed in doc center. CA to reassign.
BOMMARJ	09/09/2009 03:19:35 PM	Assigned To ZEHELD				CO to review and close.
ZEHELD	09/09/2009 03:28:33 PM	Note To ccc				RCM reviewed and closed. 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]	090185654	Customer Relations	WVWBA71F38V0 [REDACTED]	20,000		
HOWARDB	07/29/2009 11:07:02 AM	Call From [REDACTED]				
Customer stated that her vehicle is having problems shifting. Customer stated that she took her vehicle to Dealer 408112, and the Dealer advised that a part for transmission need to be ordered. Customer stated that the Dealer has been waiting for the part for 3 weeks; Customer is seeking for her vehicle to be repaired soon. CO advised the Customer that due to her concerns her file will be forwarded to a RCM, and she will be contacted with an update before the close of business on 07/30/09. Customer stated that she did not need a rental vehicle. CO to assign to RCM Eastern Region.						inquiry 408112 Pr. Part: 3885-Mechatronics Pr. Rsn: 69C Dealer Referred Customer to CARE
HOWARDB	07/29/2009 11:12:10 AM	Assigned To Regional Case Manager				
Customer stated that part for transmission is on backorder. Customer is seeking for her vehicle to be repaired as soon as possible. Customer can be reached at [REDACTED]. RCM to e-mail Dealer.						Complaint 408112 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
EDWARDAM	07/29/2009 11:54:35 AM	Assigned To EDWARDAM				
EDWARDAM	07/30/2009 10:41:47 AM	Call To Abby		408112		
RCM advised seeking to speak with Service Manager. Service Advisor advised he is currently on the other and will have him return RCM's call. RCM to wait Dealer 408112 call.						
EDWARDAM	07/30/2009 02:13:14 PM	Return Call From Mike Dolce		408112		
Service Manager advised it's need a mechatronics and it's been ordered since 7/6; they are in their vehicle and no goodwill has been offered at this time. RCM to follow up with customer.						
EDWARDAM	07/30/2009 03:06:20 PM	Voice Mail To [REDACTED]				
RCM LVMM. RCM advised the component she is waiting on is a mechatronics unit; this is a VIN specific made component and takes 6-8 weeks to build; we currently have an ETA for these components for 8/7; will set a follow up date for 8/7 to confirm any further ETA at that time; if there is any further questions to contact CCC. RCM to wait on parts.						

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

09/23/2009

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

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

EDWARDAM 07/31/2009 09:20:03 AM E-Mail From Mike/SM & Charlie/PM 408112

Good Morning Mike & Charlie,

Since all of this cases are still opened in my caseload currently for mechatronics I need to gather some information regarding the part orders. We get a spreadsheet of all of the mechatronics that are on order and none of these are on the list. Please confirm the following information for each VIN:

VIN #: WVWHV71K18W [REDACTED]

Part #:

Sales Document #:

Order Date:

Order Type (Stock, Daily, or Red)

VIN #: WVWFV71KX8W [REDACTED]

Part #:

Sales Document #:

Order Date:

Order Type (Stock, Daily, or Red)

VIN #: 3VWRA71K28M [REDACTED]

Part #:

Sales Document #:

Order Date:

Order Type (Stock, Daily, or Red)

VIN #: WVWBA71F38V [REDACTED]

Part #:

Sales Document #:

Order Date:

Order Type (Stock, Daily, or Red)

Thank you for your assistance,
Amanda Edwards

RCM to wait Dealer 408112 e-mail or call.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/31/2009 11:10:14 AM	E-Mail From Mike Dolce		408112		
		PART CAME IN NO APT. YET				
		RCM to e-mail dealer 408112.				
EDWARDAM	07/31/2009 11:12:31 AM	E-Mail To Mike Dolce		408112		
		Hey Mike, Awesome! Sounds like you guys are getting the mechatronics in. For [REDACTED] - I will be offering 2 vehicle payment For [REDACTED] - I will offer 1 vehicle payment and confirm they bring the vehicle back in to have the repairs. Sound good? Let me know! Thanks, Amanda				
		RCM to wait Dealer 408112 e-mail.				
EDWARDAM	07/31/2009 03:16:58 PM	Return Call From Mike Dolce		408112		
		Service Manager advised he would agree with compensation. RCM to follow up with customer to advise parts are in, to make an appointment to have installed, and provide 1 vehicle payment for the downtime.				
EDWARDAM	07/31/2009 03:29:23 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM advised the part has arrived and Customer needs to make appointment with Dealer 408112 to have part installed; we would like to provide a vehicle payment of the length of time waiting on part; seeking for Customer to call back to confirm she would accept the vehicle payment offer and to fax us a copy of her statement to #6504 to have it processed. RCM to wait Customer call.				
MANNAE	08/03/2009 11:11:43 AM	Call To [REDACTED]				
		RCM backup advised have followed up in regards to her concerns and understand parts are in. Customer states took her vehicle to dealership 408112 and they are repairing vehicle, just happy dealership was able to verify concerns as this has been an ongoing concern with her vehicle, in rental. RCM backup advised would like to offer customer one month vehicle payment and to fax copy of statement to VW CCC, advised it will take 60 days to generate check and mail to customer for one month vehicle payment as we will not be able to process EFT being it's not thru VW Credit. Customer asked to call her back and leave message with fax number. RCM backup to call customer.				

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09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/03/2009 11:14:58 AM	Voice Mail To	[REDACTED]			
		RCM backup left message with fax number. No further action, RCM to wait customer mail.				
EDWARDAM	08/03/2009 11:22:24 AM	Note To CCC				
		Case reviewed. No Further Action, pending Customer mail/fax.				

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]	090186558	Recovery	WVWBA71F58V [REDACTED]			inquiry 422138 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/30/2009 08:34:08 AM	Assigned To CONLINR				
RCM to send mechatronic email to dealer 422138.						

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

VOLKSWAGEN OF AMERICA, INC.
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ZIEHMEC	08/05/2009 04:44:27 PM	E-Mail To Lewis		422138		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 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.

Christine Ziehmer
 248-754-3577
 RCM back up

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 422138 e-mail.

MANNAE	08/10/2009 03:34:59 PM	Voice Mail To Lewis		422138		
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CA LMTRMC. RCM/CA 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
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ZIEHMEC	08/11/2009 10:09:51 AM	Assigned To MANNAE				
	Assigned for handling.					
MANNAE	08/11/2009 01:58:18 PM	Call To Lewis		422138		
	Service Manager states part came in Friday and they are trying to get customer scheduled to have repairs completed, doesn't want to drive loaner without rental insurance and wanted to wait to have husband truck while repairs are getting completed. Service					
	090186579	Recovery	WVWBA71F78V			
ISTIFOV	07/30/2009 09:16:11 AM	Call To Ben Ong		409454		
	Service Manager advised the part has arrived as of today. No further action.					
						inquiry 409454
						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>
2008 Eos 2.0L [REDACTED]	090186740	Customer Relations	WVWBA71F98V [REDACTED]	6,700		Complaint 408061 Pr. Part: 3735-Automatic transmission Pr. Rsn: E02 Hard to start when engine cold
ALEXANLA	07/30/2009 11:42:28 AM	Call From [REDACTED]				Complaint Part: 3735-Automatic transmission Rsn: 54Q Extensive Repair History
	Customer states: Original owner; Customer leased from Chase Bank; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers (Dealer 408061); has experienced multiple vehicle issues with this concern as dealer has tried to repair the vehicle before; the vehicle has trouble starting; Customer is seeking/expecting for VW to replace the vehicle; working with Mark in service; this customer perceives this to be a premature failure; states dealer advised to call VW; states feels that the vehicle is a lemon; states vehicle has been at Dealer 408061 for 3-4 weeks for the transmission concern and is waiting on parts; states dealer as provided a rental. 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 it doesn't matter. CO advised Customer that RCM will follow up by COB tomorrow 7/31. Customer acknowledged. CO to assign case to RCM.					
ALEXANLA	07/30/2009 11:48:29 AM	Assigned To RCM				Inquiry 408061 Rsn: 69C Dealer Referred Customer to CARE
	Customer seeking for VW to replace the vehicle; call 203-217-7139. RCM to research.					
ZIEHMEC	07/30/2009 12:42:28 PM	Assigned To MULLINT				
	Assigned for handling.					

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

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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MULLINT	07/31/2009 08:25:27 AM	E-Mail To Seth Goldstein		408061		

***** Email to seth@riverbankvdub.com; *****
ACTION REQUIRED: Confirm Repair History

Hello! The following customer has come to us requesting assistance with taking the vehicle back and being provided a different vehicle. In order to review their request, I need to confirm the information I have regarding their vehicle's repair history.

Customer Name: [REDACTED]

VIN: WVWBA71F98V [REDACTED]

Customer alleged days down: 3-4 weeks for the transmission repair.

Vehicle repair history:
2445 Mass air flow sensor 07/14/2009 7,000

Requested Information

- 1) Does this history match your customer records?
- 2) If not, could you please indicate any additional repairs and days down?

If the vehicle is still at your dealership, please answer the questions below.

- 3) What is the current diagnosis?
- 4) What is the ETA on this repair?

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

Thank you in advance for your help.

Tronda Mullins

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

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
(248) 754-3364						
<p>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.</p>						
<p>RCM to wait dealer email.</p>						
MULLINT	07/31/2009 02:13:51 PM	E-Mail From Seth Goldstein		408061		
<p>History shows we did a wire repair on MAF on 7-14-09.</p>						
<p>We have a Mechatronics unit on order per tech line. 3 to 4 weeks.</p>						
<p>Seth</p>						
<p>RCM to email Service Manager.</p>						
MULLINT	07/31/2009 02:16:17 PM	E-Mail To Seth Goldstein		408061		
<p>When did the car come in for the Mechatronic?</p>						
<p>RCM to wait dealer email.</p>						
MULLINT	07/31/2009 02:16:46 PM	E-Mail From Seth Goldstein		408061		
<p>Car came in on the 29th and part ordered on the 30th.</p>						
<p>RCM to email dealer.</p>						
MULLINT	07/31/2009 02:18:11 PM	E-Mail To Seth Goldstein		408061		
<p>Do you have the part number and sales documentation number?</p>						
<p>RCM to wait dealer email.</p>						

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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>
MULLINT	07/31/2009 03:46:50 PM	Call To [REDACTED]				
<p>RCM advised calling to touch base; advised at this time we do not have an update for him regarding his request; advised this is something we are still looking into and someone will be back in contact with him by the COB Monday. CUST states no one is helping him; advised he is without his vehicle; he has asked that his vehicle be returned to him while waiting on the parts because he does not want to be in a contract with Hertz where he is liable for anything that happens to the rental vehicle; advised he is not comfortable with this; advised he has spoken with a lawyer and he understands his rights that he can return the vehicle under lemon law once the vehicle has been down for this repair; advised he does not think that it is fair for him to have to be without his vehicle and to have to have a liable contract with Hertz; advised it is nothing that he did to put himself into the situation of having to have a rental vehicle; advised there is nothing that dealer will do about this; they do not care; advised he does not want to go the route of lemon law and would like to resolve this within VW; advised he would more comfortable with this if it were VW that was reliable for anything that happened to the vehicle and not him; advised he is paying for a convertible and he is not able to drive it; advised he is paying for insurance and the vehicle payment; advised he would like to know what can be done to get him out of the vehicle. RCM advised our obligations are to repair the vehicle within the terms of the warranty; advised we will likely not be able to meet his expectations in taking the vehicle back; advised we will look into this. RCM to follow up with dealer.</p>						
MULLINT	08/03/2009 11:50:19 AM	Call To Ian		408061		
<p>(RCM speaking to shop foreman as Service Manager is out on vacation this week) RCM advised seeking to know if dealer has any loaner vehicles. DP advised they do not; advised this is not something that they offer to their customers. RCM to call FOM.</p>						
MULLINT	08/03/2009 04:05:42 PM	Voice Mail To Tony Schummel				
<p>RCM LVMM: advised calling to speak with him about vehicle. RCM to call customer.</p>						
MULLINT	08/03/2009 04:43:23 PM	Call To [REDACTED]				
<p>RCM advised calling to touch base; advised do have all the information needed to look into his concerns; advised the concerns have been escalated and we are waiting for more research to be done. Customer states he has spoke with dealer and let them know that he would like an upgraded rental vehicle; advised he is driving a \$30K vehicle and he is in a \$18K corolla; advised he has spoke with dealer about getting into a Touareg and trading the vehicle in; advised he understands that there is a price difference. RCM advised we can look into this. Customer states he has also contacted his attorney again who has advised him that he does have a case regarding lemon law. RCM advised if he has involved an attorney RCM would not be able to look into assistance with him; advised we are not legally trained and if he has contacted an attorney all correspondence would need to be done through the Med/Arb department. Customer states he would like to see what can be done through VW before continuing with the attorney. RCM to wait FOM contact.</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>
MULLINT	08/04/2009 10:34:15 AM	Return Call From Tony Schummel				
		FOM advised dealer 408061 made him aware of the customer yesterday; advised at this time we will continue to work within the terms of the warranty to repair the vehicle; advised that there may be another option to repair the vehicle that he will look into; advised he is going to check and see if it is possible to get a transmission for the vehicle; advised he will call RCM when he does have an update regarding this; advised this is not for certain and RCM can let the customer know that we will not provide assistance at this time. RCM to call customer.				
MULLINT	08/04/2009 04:37:34 PM	Voice Mail To [REDACTED]				
		RCM LVMM: advised calling with update. If customer calls RCM to advise at this time we have looked into the concerns and we will continue to service the vehicle within the terms of the manufacture warranty; we would not be able to provide assistance with an upgraded loaner vehicle or taking the vehicle back. RCM to wait customer call.				
MULLINT	08/04/2009 05:00:59 PM	Call From Tony Schummel				
		FOM advised the part is expected to be in on Monday; advised we will continue to service the vehicle within the terms of the warranty. RCM to wait customer call.				
SHEARDA	08/05/2009 10:13:14 AM	Return Call From [REDACTED]				
		Customer is returning call from RCM. CA to call RCM.				
SHEARDA	08/05/2009 10:15:50 AM	Call To Tronda				
		RCM advised that since the customer has retained a lawyer, he would need to speak with his lawyer. CA to return to customer.				
SHEARDA	08/05/2009 10:17:19 AM	Return To [REDACTED]				
		CA advised customer that since he has retained a lawyer, he would need to speak to the lawyer regarding any questions or concerns. RCM to review.				
MULLINT	08/05/2009 11:32:59 AM	Note To CCC				
		Please reference case number 90190963 customer has contacted a lawyer and there is a Med/Arb case open for him; customer will need to continue to address concerns with lawyer. No further action.				

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2008 Eos 2.0L [REDACTED]	090186875	Customer Relations	WVWBA71F08V [REDACTED]	23,000			
KURTZT	07/30/2009 01:57:33 PM	Call From [REDACTED]				Complaint 407403 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation	
		Customer states: her vehicle has been at the DRL for 3 weeks; brain of transmission is on back order and will not be in until 8/10/09. Customer stated she has had multiple problems with the vehicle since she purchased it; she mentioned problems with the window gaskets leaking on both the passenger and drivers side that she had taken into Dealer for repair and she still had the same problem: also had vehicle into DRL for a rattle in the vehicle top and was told the part was on back order and would not be in for 4 months: When they took vehicle to Dealer once the part came in they figured out that wasn't the problem; the problem was 2 bolts were just loose and needed tightened. Customer also stated she had purchased GAP insurance and asked the Dealer to take care of a scratch on the passenger side door and Dealer informed her they could not take care of that, she would have to have someone come out to her to take care of this. Customer also stated that she had been told 3 different finance rates each time she called into VCI. Customer states: this is her second VW and she has it serviced per maintenance scheduled at Dealer and has GAP insurance. Customer is seeking: VW assistance to get out of the vehicle. CO advised that VW policy is to repair the vehicle under warranty but CO would forward her case to an RCM who would review and contact her by COB Friday 7/31 at [REDACTED] afternoon- Customer would like to be called back as close to 3:30 as possible. CO to assign to RCM.					Complaint Part: 6101-Convertible top assembly Rsn: 36R Convertible Top
KURTZT	07/30/2009 02:18:36 PM	Assigned To RCM				Complaint Part: 1009-Cylinder block Rsn: X04 Wind noise driver side rear of vehicle	
		Customer seeking: VW assistance in getting her out of this vehicle. RCM to contact Customer by COB Friday 7/31 at [REDACTED] Afternoon preferred- as close to 3:30 as possible. RCM to research.					Complaint Part: 7060-Door panel trim strip Rsn: X57 Paint chip/scratch passenger side
HEARNSN	07/30/2009 02:31:25 PM	Assigned To HEARNSN				Complaint Rsn: 74A Customer leaving brand	

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HEARNSN	07/30/2009 02:38:09 PM	E-Mail To Roger Dickson		407403		

ACTION REQUIRED: Confirm Repair History

Hello! The following customer has come to us requesting assistance. In order to review their request, I need to confirm the information I have regarding their vehicle's repair history.

Customer Name: [REDACTED]

VIN: WVWBA71F08V [REDACTED]

Customer alleged days down:

Vehicle repair history:

8525 Blower series resistance	02/23/2009	15,000
6139 Conv. top end piece	01/16/2009	15,000
7075 Rear side trim	01/16/2009	15,000
6140 Conv top middle part	01/16/2009	15,000

Requested Information

- 1) Does this history match your customer records?
- 2) If not, could you please indicate any additional repairs and days down?

If the vehicle is still at your dealership, please answer the questions below.

- 3) What is the current diagnosis?
- 4) What is the ETA on this repair?

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.

Nell Hearn

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VWoA Customer CARE Center Southern Region Case Manager (248) 754-3417						
E-Mail: nell.hearns@vw.com						
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 e-mail.						
ABDULAM	07/31/2009 03:34:29 PM	Call To	[REDACTED]			
CA advised VW is still reviewing her request and we will contact her with an update either 8/4 or 8/5. Customer states she wants to add something to the case. Customer states the Dealer has put the wrong oil in the vehicle and it burned 2 quarts of oil in 3k miles. CA advised CA will document this. RCM to follow up with Dealer.						
HEARNSN	08/05/2009 02:42:48 PM	Call To	CHRIS	407403		
RCM called Dealer and requested to speak to Service Manager in regards to a repair update. Service Advisor states that Service Manager is on a test drive; states that vehicle is waiting for a mechatronics; part expected week of 08/10; customer was advised; will have Service Manager follow up with RCM. RCM to call customer.						
BALDWIA	08/05/2009 05:48:58 PM	Voice Mail To	[REDACTED]			
RCM advised we have verified the part we are waiting on is scheduled to be at Dealer next week; we will follow up with dealer and call customer as soon as there is an update but no later than COB on Friday 8-14-09. RCM to follow up with dealer.						
AUSTINS	08/06/2009 10:15:07 AM	Call From	[REDACTED]			
CA advised: does see that a message was left and the part should be in next week. Customer states: she knows about the part and this is not her concern; she was driving that car for 800 miles with an issue without knowing about it; the Customer has been without her vehicle for a long time and the Customer wants to know what can be done. CA advised: what would the Customer like to see happen in this situation. Customer states: she would like to speak to the RCM. CA advised: will see if the RCM is available. CA to call RCM.						

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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>
AUSTINS	08/06/2009 10:20:57 AM	Transfer To Nell				
	CA transferred Customer to RCM. RCM to continue comment with Customer.					
HEARNSN	08/06/2009 11:56:19 AM	Continued Comment With [REDACTED]				
	RCM advised customer that Dealer was contacted as to vehicle repair involving mechatronics; part is expected next week and Service Advisor states that information was communicated to customer. Customer states that part is not the problem; states that she has been waiting almost month for part regarding a transmission component; states last year vehicle was down for an extensive period of time in regards to convertible top concerns; states cannot even enjoy vehicle which she is paying for and unable to commute to FL in her vehicle; seeking to know what is VW going to do for this will be absolutely last VW. RCM advised customer that our goal and obligation is to address concerns within the term of the warranty; we cannot gage or determine when a part will present a shortcoming; mechatronic part that we are awaiting is a VIN specific part which is referred as a vehicle intelligent part built specifically for customer vehicle; RCM had every intention to review for possible forms of compensation which could be offered, as RCM too is a consumer realizing frustration that can arise in having to deal with vehicle concerns; would like to await vehicle repair completion, following up on or before FRI, 08/14/2009 as to update. Customer acknowledged. RCM to wait Dealer call.					
DELANDG	08/11/2009 04:23:08 PM	Call From Roger Dickson		407403		
	Service Manager states that the Customer is stating that she is not going to pick up the vehicle because CCC is looking into something for her, and they are not due to get back to her until 8/14. CO advised will gather an update and get back to Service Manager.					
DELANDG	08/11/2009 04:25:06 PM	Face-To-Face With N. Hearns				
	CA advised SM is seeking some informaion on the case and nto sure if she would prefer to speak with him or CA can speak wot him. CA was advised to transfer SM to RCM.					
DELANDG	08/11/2009 04:25:32 PM	Return To Roger Dickson		407403		
	CA advised will transfer Service Manager to his RCM to discuss any pertinent case information. CA to transfer Service Manager to RCM.					
DELANDG	08/11/2009 04:25:54 PM	Transfer To N. Hearns				
	Service Manager was transferred to RCM. RCM to continue with Service Manager.					

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HEARNSN	08/11/2009 04:44:16 PM	Continued Comment With ROGER	407403			RCM advised Service Manager expected call back on direct line, per message left with Service Advisor last week; Service Manager states that he did not get message; states that customer vehicle repairs are completed and vehicle is ready for pick up; contacted customer to advise; customer states that she was told that a RCM will follow up on FRI and refusing pick up vehicle as looking for some form of assistance; vehicle payment \$649.23; Dealer closing out ticket and need rental vehicle returned. RCM advised that customer was informed that she will be followed up with on or before 08/14; RCM will call customer to advise. RCM to call customer.
HEARNSN	08/11/2009 04:58:18 PM	Voice Mail To [REDACTED]				RCM LMTRMC advising that Dealer has advised that vehicle repairs are completed and vehicle can be picked up and Dealer rental/loaner returned; advised that customer can follow up with RCM as to request; provided CCC contact and Reference number. RCM to advise that we would like to offer 1 month vehicle payment (\$649.23) in lieu of vehicle concerns. RCM to wait customer call.
MULLIGM	08/12/2009 10:24:46 AM	Return Call From [REDACTED]				***Talk & Type by Janette Marrero*** Customer states: returning RCM call; CA advised: will check and see if RCM is available; if not available will connect to Voicemail; CA to transfer to RCM.
MULLIGM	08/12/2009 10:27:59 AM	Transfer To Nell-VM				RCM not available; CA transferred to RCM voicemail; RCM to call customer.
HEARNSN	08/12/2009 01:10:33 PM	Voice Mail For [REDACTED]				Service Manager LMTRMC in regards to vehicle; states that dad will be picking vehicle up later today from Dealer and seeking update. RCM to call customer.
MURPHYJ	08/12/2009 03:43:45 PM	Return Call From [REDACTED]				Customer states/seeking: to speak with RCM. CA advised: will see if RCM is available; if not, will transfer to voicemail. CA to transfer to RCM.
MURPHYJ	08/12/2009 03:45:17 PM	Transfer To Nell Hearn				CA transfer to RCM. RCM to continue.

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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>
HEARNSN	08/12/2009 04:03:34 PM	Continued Comment To	[REDACTED]			
		RCM advised customer that we have reviewed request and will continue to address concerns within the terms of the warranty; advised that we would like to offer 1 month vehicle payment as a goodwill gesture. Customer states that she make \$600.00 every 2 weeks and note is \$649.00/month; seeking to get out of vehicle; states that she was awaiting for VW to assist; states that vehicle is rarely driven and typically would have 50K in 2 years; states vehicle payment is nothing as she did not have vehicle for over a month; states that she commutes to and from FL and vehicle is not safe to drive; states that GAP did not cover dent and scratches. RCM advised customer that warranty does not provide provisions to cover vehicle payment as customer was provided with a rental/loaner; advised that decision is a corporate decision and will not change; advised that there is a Consumer Protection Brochure which customer can review that is located inside Owner's Manual; advised RCM understanding of GAP insurance is to cover any remaining balance that is owned on vehicle if vehicle is totals; used example that a customer vehicle totaled and valued at \$12K which insurance pay; if customer still owes \$15K then GAP will cover remaining \$3K; may have another Service Contract which includes dents and scratches, nonetheless, Service Contract which are not through VW and customer will need to review with them. Customer states that Dealer sold vehicle at 8.4% and was to be looked at. RCM apologized advising that we do not get involved in any sales negotiations or contractual agreements, this must be handled through Dealer. Customer states that she is seeking for someone to return call with a different decision. RCM advised again decision corporate decision and will not change. Customer demanded call back and disconnected call. RCM to e-mail FOM.				
HEARNSN	08/12/2009 05:08:39 PM	E-Mail To Lisa Brown				
		RCM sent FYI e-mail to FOM. RCM to e-mail Med/Arb.				
HEARNSN	08/12/2009 05:09:29 PM	E-Mail To LINDSAB				
		RCM sent FYI alert e-mail to Med/Arb. RCM to assign to Supervisor.				
HEARNSN	08/12/2009 05:17:37 PM	Assigned To CCC				
		Supervisor to call customer.				
HEARNSN	08/12/2009 05:36:57 PM	Return Call From Lisa Brown				
		FOM states received FYI e-mail and correct in VW not assisting customer in request; will continue to address concerns within the terms of the warranty; acknowledged vehicle payment offered, although declined is quite high. Wait Supervisor call.				
ROSTEKE	08/13/2009 07:11:39 AM	Assigned To LEDESMM				

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>
LEDESMM	08/13/2009 11:37:51 AM	Voice Mail To [REDACTED]				
	Supervisor LVMM to Customer requesting a call back. Supervisor to wait Customer call.					
LEDESMM	08/14/2009 06:45:55 PM	Voice Mail To [REDACTED]				
	Supervisor LVMM to Customer requesting a call back. Supervisor to assign to RCM.					
LEDESMM	08/14/2009 06:48:12 PM	Assigned To HEARNSN				
	RCM to review and close.					
HEARNSN	08/14/2009 06:49:33 PM	Note To CCC				
	RCM reviewed case and no further action.					
STATONJ	08/18/2009 10:23:06 AM	Return Call From [REDACTED]				
	Customer states: returning VM from unknown male at CARE; she could not understand his name and no reference number was left. Customer seeking to speak with person who left VMM. CA to research.					
STATONJ	08/18/2009 10:23:19 AM	Face-To-Face With FALKENA				
	Supervisor advised that she would take the call. CA to return to Customer.					
STATONJ	08/18/2009 10:25:24 AM	Face-To-Face With FALKENA				
	Supervisor advised she would take the Customer call. CA to return to Customer.					
STATONJ	08/18/2009 10:26:10 AM	Return To [REDACTED]				
	CA advised that person who left message is not available at this time but can transfer Customer to Supervisor. CA to transfer.					
STATONJ	08/18/2009 10:26:46 AM	Transfer To FALKENA				
	CA transferred Customer to Supervisor. Supervisor to speak w/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>
FALKENA	08/18/2009 10:31:14 AM	Continued Comment With	[REDACTED]			
<p>Customer states the following: a vehicle payment is not enough for the concerns Customer has been going thru with this vehicle; haven't been able to drive with the top down, as Dealer 407403 has had the vehicle for 5 weeks; Customer does not feel safe in vehicle; there have been scratch concerns and window gasket concerns that Dealer has not taken care of for over a year. Customer is seeking for VW to do something more for this concern. TA advises the following: we do apologize for this very frustrating experience and we are trying to compensate our customer's for this specific concern; we have offered the 1 month vehicle payment in Customer situation, however, we will continue to work within the terms of the warranty; Customer may want to consult the Consumer Protection Pamphlet within the owner's manual for Customer rights. Customer states she may have to hire an attorney, then. TA advises avenues outside of VW at this time, may be what the Customer has to do and we will document that. RCM to review and close.</p>						
ZIEHMEC	08/18/2009 10:39:37 AM	Note To CCC				
<p>RCM reviewed and closed. No further action.</p>						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090187604	Recovery	WVWFA71F48V [REDACTED]			inquiry 408159 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>
EDWARDAM	07/31/2009 09:28:52 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.
EDWARDAM	08/03/2009 02:43:22 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	08/04/2009 11:04:33 AM	Voice Mail To Mildred (asst. SM)		408159		RCM LMTRMC. RCM advised seeking status on part. RCM to wait Dealer 408159 call.
EDWARDAM	08/05/2009 08:31:49 AM	Voice Mail From Mildred (Asst. SM)		408159		Service Advisor LVMM. Service Advisor advised part came in 8/1; vehicle was dropped off yesterday morning and their currently still working on the Customer's vehicle; should be completed by Thursday. RCM to assign to CA.
EDWARDAM	08/05/2009 08:32:41 AM	Assigned To ABDULAM				
ABDULAM	08/05/2009 11:01:12 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 01:12:19 PM	Note To ccc				Part arrived at Dealer. No further contact required. 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]	090187619	Recovery	WVWBA71F08V [REDACTED]			
EDWARDAM	07/31/2009 09:43:01 AM	E-Mail To Bob/SM & John/PM		408156		inquiry 408156 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

Good Morning Bob, John, and Thom

As you already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.

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

VIN #: WVWBA71F08V [REDACTED]

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 408156 e-mail or call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	08/03/2009 11:45:18 AM	E-Mail From Thom McDevitt		408156		
		<p>Good morning!</p> <p>In response to your query:</p> <p>No, the customer is not in a rental at this time. They are still driving their car. No goodwill has been offered at this time. We have just received the unit yesterday. I will be calling them by the end of the day. If you would like to speak with them before this, let me know. They seem to be very nice people and haven't caused any uproar at this point. FOM has not been involved at this point.</p> <p>Call me if you have any problems.</p> <p>RCM to assign to CO.</p>				
EDWARDAM	08/03/2009 11:45:49 AM	Assigned To MANNAE				
MANNAE	08/04/2009 05:07:22 PM	Note To ccc				
		Part at dealership. 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]	090187629	Recovery	WVWBA71F78V [REDACTED]			
EDWARDAM	07/31/2009 09:57:55 AM	E-Mail To Gregg/SM & Will/PM	408352			inquiry 408352 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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 #: WVWBA71F78V [REDACTED]

Part #:

Sales Document #:

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 408352 e-mail.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	08/05/2009 11:09:32 AM	Call To Gregg		408352		
						RCM advised seeking if the part has arrived. Service Manager advised the part is in; the Customer is driving the vehicle as it was still drivable; are attempting to contact the Customer to have them bring the vehicle in; FOM was in yesterday which they got the e-mail to fill their gas tank and detail the vehicle; will take care of them and if anything else will contact RCM. RCM to assign to CA.
EDWARDAM	08/05/2009 11:12:25 AM	Assigned To ABDULAM				
ABDULAM	08/05/2009 11:41:46 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 01:15:40 PM	Note To ccc				
						No further action required as part has arrived at the dealer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090187640	Customer Relations	WVWBA71F68V [REDACTED]	9,990		Complaint 408252 Pr. Part: 3885-Mechatronics Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
STATONJ	07/31/2009 10:05:40 AM	Call From [REDACTED]				Inquiry Part: 3885-Mechatronics Rsn: 37A Lease Payment
Customer states: leased vehicle new from Dealer 408252; vehicle has a transmission concern; vehicle surges from stop; wheels spin; at a stop at the top of a hill the vehicle will roll backwards with foot off the brake; took to Dealer 05/29/09; Dealer advised was ordering a part; it has been two months; Dealer offered Customer an Audi A4 to drive until vehicle was repaired; Customer declined A4 as he feels it is an unreliable vehicle; purchase a convertible so he could put the top down; does not want to give up that feature in order to drive a loaner; still has to make his lease payment with vehicle not operating correctly; feels Dealer is taking too long to get part; called Dealer Monday and again today; has not received a call back yet. Customer seeking to just have his vehicle repaired. CO advised: VW is committed to repairing the vehicle as quickly as possible; an Audi A4 is a reliable vehicle and seems a reasonable offer of alternate transportation; cannot promise VW will be able to provide with a convertible loaner; Dealer is most likely not responsible for any parts delay; CARE can review repair and parts status with Dealer and call Customer back with an update by EOB 08/01/09. CO to escalate to RCM.						
STATONJ	07/31/2009 10:13:53 AM	Assigned To RCM				Inquiry 408252 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 69C Dealer Referred Customer to CARE
Customer seeking Dealer 408252 to receive part sooner and repair transmission concern; did not accept the offer of an Audi A4 loaner as he did not trust the reliability of A4 and wanted a convertible; Dealer ordered part around 05/29/09. Please call Customer by EOB 08/01/09 at [REDACTED] any time. RCM to research.						
HAWLEYD	07/31/2009 10:21:02 AM	Assigned To HAWLEYD				Complaint 408252 Part: 3885-Mechatronics Rsn: 04Q Order Fill Time
Assigned for handling.						
HAWLEYD	08/03/2009 01:47:55 PM	Call To Michele (assistant to mgr)		408252		
RCM advised service advisor of the customer's concerns. Service advisor advised that the mechatronics unit arrived on Friday 7/31/09 and the customer is already scheduled to come in and drop off the vehicle. Service advisor advised that the mechatronics unit was ordered on 5/29/09. RCM advised that if the customer is seeking a vehicle payment to please provide it to him. Service advisor advised that the service manager handles that and he is on vacation. RCM advised to direct the customer back to RCM if they are seeking a vehicle payment. 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	08/03/2009 01:56:23 PM	Call To [REDACTED]				RCM advised customer that this is a follow up call in regard to his vehicle. RCM advised that we understand that he called on Friday and the part arrived to the dealer on Friday. Customer states that he is having the part installed tomorrow. RCM advised customer if he has any further questions he is welcome to call back. No further action.
CLAYTOY	08/12/2009 04:50:52 PM	Return Call To [REDACTED]				Customer states he is was told to speak with the RCM regarding the customer getting a free vehicle payment. CO advised the customer the CA would transfer to RCM and if the RCM is not available the customer could leave a voicemail message. CA to transfer to RCM.
CLAYTOY	08/12/2009 04:53:33 PM	Transfer To Ms Hawley				Transfer to RCM.
HAWLEYD	08/13/2009 10:33:04 AM	Call From Godfrey (assistant to mgr)	408252			Service advisor advised that the vehicle has been repaired and returned to the customer. Service advisor advised that the mechatronics was originally ordered on 5/29/09, but the customer drove his vehicle until 6/24/09. RCM advised that we will be offering the customer 1 month vehicle payment. RCM to contact customer.
HAWLEYD	08/13/2009 11:33:32 AM	Call To [REDACTED]				RCM contacted customer and advised that we would assist with 1 month vehicle payment. RCM advised customer to continue to make his payments and that it will take us about 30 days to process a payment to VCI once we receive his information. No further action pending customer fax.
MARASHS	08/17/2009 01:54:19 PM	FAX From [REDACTED] Daub				Fax in Doc Center.
PRENTIM	08/17/2009 02:21:57 PM	Note To CCC				RC generated EFT to VCI in the amount of \$425.52 for one vehicle payment as Goodwill gesture for downtime of vehicle.
CR_BATCH	08/22/2009 04:00:46 AM	Note To PRENTIM				Amount for \$ 425.52 was Posted on 08/21/2009. AP reference number: 40044322

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

██████████ 090187808 Customer Relations WVWBA71F58V ██████████ 20,209

EDWARDAM 07/31/2009 01:30:12 PM Call To Reinaldo Cruz 408151

Service Manager advised this Customer has a very bad mechatronics case to the point the vehicle could not even be driven; it was shifting very hard and would jerk really hard as well; the part just came in today as it was ordered 6/9/2009; the vehicle had 16,725 on it when it was first brought in; they are completing the repairs, but want to compensate the Customer; seeking to provide a 20K mile maintenance to the Customer for the downtime. RCM advised seeking how much that would cost. Service Manager advised it's \$450 for the 20K mile maintenance. RCM advised would agree and will notify FOM of this. RCM to contact field.

inquiry 408151
 Pr. Part: 3885-Mechatronics
 Pr. Rsn: T01 Auto/Hybrid -
 Shifts roughly
 Inquiry 408151
 Rsn: 33R Dealer Calling
 In

EDWARDAM 07/31/2009 04:40:21 PM E-Mail To Anthony Martinez

RCM sent goodwill approval to FOM on offering to cover 20K mile maintenance due to waiting on mechatronics unit. 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]	090187890	Mediation/Arbitration	WVWFA71FX8V [REDACTED]	13,000		
LINDSAB	07/31/2009 01:53:56 PM	Attached Mail From [REDACTED]				Unknown 401057 Pr. Part: 3511-Mechatronic Pr. Rsn: T05 Auto/Hybrid - Shifts up/down too often
	Atty mailed demand letter. Atty seeks repurchase or replacement under MA LL. Atty alleges concerns with transmission (mechatronic) causing veh to chug. Veh financed through VCI. Atty failed to provide ro's or financial contracts for review.					
LINDSAB	07/31/2009 02:05:09 PM	Assigned To MICKLUL				Unknown 401057 Part: SCV1-SPECIAL CODE -CORPORATE USE ONLY
	Reassigned.					
MICKLUL	08/10/2009 02:27:28 PM	Attached Mail From [REDACTED]				Rsn: T05 Auto/Hybrid - Shifts up/down too often
	duplicate copy of demand letter.					
MICKLUL	08/10/2009 02:34:32 PM	Call To Patrick Collins		401057		Unknown Rsn: 82E Parts Delay
	Owner picked up the vehicle on 7/23. 1 month vehicle payment was sent to the owner. Patrick was going to provide another month but he only had the one statement. Advised Patrick I will offer reimbursement for 1 more month's payment.					
MICKLUL	08/10/2009 02:43:53 PM	E-Mail To George Kaniwec				
	See attached demand letter. I spoke to Patrick Collins and he said the owner picked up the vehicle on 7/23 and the dealer reimbursed them for 1 vehicle payment. Patrick was going to provide 2 payments but he only received the payment statement for 1 month not two.					
	In response to the letter I will offer 1 more vehicle payment as a goodwill gesture if that's ok with you.					
MICKLUL	08/10/2009 03:36:55 PM	E-Mail From George Kaniwec				
	Ok Let me know if he accepts.					
MICKLUL	08/10/2009 03:37:35 PM	Mail To [REDACTED]				
	Vehicle currently repaired. Offer of reimbursement for 1 vehicle payment.					

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>
BENSONE	08/12/2009 01:22:12 PM	Note To ccc				
	Scanned file into doc center					
MICKLUL	08/26/2009 07:13:53 AM	Attached Mail From [REDACTED]				
	Vehicle payment statement received.					
MICKLUL	08/26/2009 07:19:40 AM	Approved By lm				
	Check request to owner for reimbursement of 1 vehicle payment.					
ANGERK	08/31/2009 01:17:32 PM	Assigned To MICKLUL				
	Check # [REDACTED] for amount \$633.56 received. Forwarded check to advocate for handling.					
MICKLUL	09/03/2009 09:49:02 AM	Mail To [REDACTED]				
	Check to owner.					
BENSONE	09/04/2009 03:10:19 PM	Note To ccc				
	Scanned file into 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]	090189134	Mediation/Arbitration	WVWBA71F18V [REDACTED]	16,373		Unknown 407460 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
GELFUSB	08/03/2009 08:31:49 AM	Attached Mail From Alex Simanovsky				Unknown
	Rec'd demand from atty, listed concerns as electrical, water leak, airbag light and drivability. Per prev case, cust veh was in waiting for mechatronics. Level 1 closed out their case because the cust threatened with atty.					Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
GELFUSB	08/03/2009 08:36:50 AM	Call To Nathan		407460		Rsn: 82E Parts Delay
	The veh was picked up on 7/30, veh was there from 6/3-7/30. No one offered him anything as far as payments or reimb because he started saying he was going to sue.					Unknown 407460
GELFUSB	08/03/2009 09:24:56 AM	FAX To Alex Simanovsky				Part: SCV1-SPECIAL CODE -CORPORATE USE ONLY
	Sent offer for \$3500 to owner and \$1500 to atty, cash settlement.					Rsn: 54Q Extensive Repair History
GELFUSB	08/13/2009 08:46:20 AM	E-Mail From Alex Simanovsky				
	Bonnie, Are you in receipt of the RO dated 7.28.09 from Gossett VW? Vehicle went in again for same concerns. Demand is for repurchase of the vehicle. Please let me know. Thanks, Alex					
GELFUSB	08/13/2009 08:55:52 AM	E-Mail To Alex Simanovsky				
	Alex, based on what I have and what the dealer told me, the vehicle was in one time, it did not come in after the mechatronics unit was replaced. That RO was opened in June and closed July 30. Do you have something different?					
GELFUSB	09/03/2009 04:07:19 PM	E-Mail From Alex's office				
	Seeking update.					
GELFUSB	09/03/2009 04:07:31 PM	E-Mail To Alex				
	Resent last offer and advised this was our final offer.					

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>
GELFUSB	09/15/2009 12:39:58 PM	Attached Mail From Alex Simanovsky				Rec'd signed acceptance.
ANGERK	09/17/2009 01:19:22 PM	Assigned To GELFUSB				Check # [REDACTED] for amount \$3,000.00 received. Forwarded check to advocate for handling.
ANGERK	09/17/2009 01:19:22 PM	Assigned To GELFUSB				Check # [REDACTED] for amount \$1,500.00 received. Forwarded check to advocate for handling.
GELFUSB	09/18/2009 07:35:02 AM	Mail To Alex Simanovsky				Sent settlement checks EON.
GELFUSB	09/21/2009 10:35:46 AM	Attached Mail From Alex Simanovsky				Rec'd orig signed acceptance.

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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2008 Eos 2.0L

[REDACTED]	090189136	Recovery	WVWBA71F28V [REDACTED]			inquiry 405073
JANSSEL	08/03/2009 08:39:15 AM	E-Mail To Ron V, Joe H.		405073		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: 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.
 Lisa Janssens
 RCM to wait dealer 405073 email.

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>
JANSSEL	08/03/2009 10:29:45 AM	E-Mail From Joe Healey		405073		

Lisa,

This vehicle came in on 07/02/2009 for a concern of a shaking/hesitation on acceleration; we had performed diagnostics and found that the mechatronic unit had failed once we had established a VTA contact. The parts were ordered and the vehicle had been released; parts arrived and the car came in on 07/31/2009 and was completed this weekend (it is waiting to be picked up). Under the circumstances, we did not see fit to offer any goodwill; the customer was provided with a loaner vehicle while repairs were being performed.

Thanks,

Joseph Healey

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]	090189182	Recovery	WVWBA71F48V [REDACTED]			
EDWARDAM	08/03/2009 09:36:39 AM	Note To Mechatronics				
174 E00408150 000-325-025- X-ZCE MECHATRON. 6/25/09 1033560 41817 1005787282 9092604637 6/25/2009 7/17/2009 WVWBA71F [REDACTED]						inquiry 408150 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
is expected to be available Early August. 26						

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	08/03/2009 01:29:24 PM	E-Mail To Evan		408150		

Hi Evan,

As you may already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.

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

VIN #: WVWBA71F48V [REDACTED]

VIN #: WVWFA71F38V [REDACTED]

VIN #: WVWBA71F48V [REDACTED]

VIN #: 3VWRA71KX8M [REDACTED]

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 408150 e-mail or call.

EDWARDAM	08/03/2009 01:34:12 PM	Return Call From Evan		408150		
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Service Manager advised they have offered a rental vehicle on many occasions and has had several arguments with her but she wanted her vehicle; has given 2 lease payments for goodwill; detailed the vehicle for her and oil change; part did arrive and completed on Friday; was also delivered to her; now is satisfied. 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	08/03/2009 01:45:45 PM	Assigned To MANNAE				
ZIEHMEC	08/03/2009 02:01:10 PM	Note To CCC				
		RCM reviewed and closed as part is in. 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]	090189185	Recovery	WVWBA71F48V [REDACTED]			inquiry 408150 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
EDWARDAM	08/03/2009 09:38:39 AM	Note To Mechatronic				
176 E00408150	000-325-025- X-ZCE	MECHATRON.	7/24/09	1066855	RO	
44515 1005881869	9093104546 40023 40023	WVWBA71F48V [REDACTED]	8/7/09	Part is expected to be available Early		
August. 6						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	08/03/2009 01:29:53 PM	E-Mail To Evan		408150		
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Hi Evan,

As you may already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.

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

VIN #: WVWBA71F48V

VIN #: WVWFA71F38V

VIN #: WVWBA71F48V

VIN #: 3VWRA71KX8M

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 408150 e-mail or call.

EDWARDAM	08/03/2009 01:32:20 PM	Return Call From Evan		408150		
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Service Manager advised Customer is driving his vehicle, condition is not that bad; no goodwill offered currently; only been waiting about a week and half for the part. RCM to assign to CO.

EDWARDAM	08/03/2009 01:46:33 PM	Assigned To MANNAE				
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Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/04/2009 05:16:46 PM	Voice Mail To	██████████			
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090189187	Recovery	WVWFA71F38V [REDACTED]			
EDWARDAM	08/03/2009 09:39:40 AM	Note To Mechtronics				
177 E00408150	000-325-025-	X-ZDE MECHATRON.	7/27/09	1066833	RO	
44583 1005883993	9093104523	40023 40023	WVWFA71F38V	[REDACTED]	8/7/09	Part is expected to be available Early
August. 3						
						inquiry 408150
						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>
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EDWARDAM	08/03/2009 01:29:39 PM	E-Mail To Evan		408150		
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Hi Evan,

As you may already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.

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

VIN #: WVWBA71F48V

VIN #: WVWFA71F38V

VIN #: WVWBA71F48V

VIN #: 3VWRA71KX8M

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 408150 e-mail or call.

EDWARDAM	08/03/2009 01:33:03 PM	Return Call From Evan		408150		
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Service Manager advised Customer is driving their vehicle, condition not bad to be able to drive it; no goodwill offered at this time; only been waiting a week and half for the part. RCM to assign to CA.

EDWARDAM	08/03/2009 01:48:44 PM	Assigned To MANNAE				
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Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/04/2009 05:19:14 PM	Voice Mail To	██████████			
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

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

<u>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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2008 Eos 2.0L

[REDACTED]	090189200	Recovery	WVWFA71F68V [REDACTED]			<hr/> inquiry 408160 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
EDWARDAM	08/03/2009 09:49:14 AM	Note To Mechatronics				
	191 E00408160	02E-325-025-AD-ZCE	MECHATRON.	7/28/09	1066832 12689 1005884645 9093104522 40023 40	
	is expected to be available Early August. 2					

EDWARDAM 08/03/2009 01:18:40 PM E-Mail To John Moutopoulos 408160

Hi John,

I have another one for you today. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.

VIN #: WVWFA71F68V [REDACTED]

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

Please answer these questions for 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 408160 e-mail.

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

<u>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	08/04/2009 08:48:14 AM	E-Mail From John M.		408160		
						<p>Hi Amanda This customer is cool. He is driving his car. No goodwill needed.....yet. We do not have a ETA on the part. I spoke with the customer this morning. He is fine for now. John</p> <p>RCM to assign to CA.</p>
EDWARDAM	08/04/2009 08:50:29 AM	Assigned To MANNAE				
MANNAE	08/04/2009 05:25:01 PM	Call To [REDACTED]				<p>CO spoke with customer and apologized for her inconvenience in waiting for part, appreciate patience, inquired if she was ok with driving vehicle. Customer states she is comfortable driving vehicle long as it's safe, states she was just bothered with the fact that it took dealership a day and half to diagnosis concerns, seeking when part should arrive. CO advised looking to have part shipped by end of this week, advised should customer feel vehicle symptoms got worse and was looking to get into a rental may contact 408160 or VW CCC at 800-444-8982. No further action.</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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 2.0L [REDACTED]	090189203	Recovery	WVWFA71F08V [REDACTED]			
EDWARDAM	08/03/2009 09:51:08 AM	Note To CCC				
225 E00408319 000-325-025- X-ZCE MECHATRON. 7/27/09 1065538 199530 1005878662 9093104339 40022 40021 WVWFA71F08V [REDACTED]						inquiry 408319 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
EDWARDAM	08/03/2009 01:24:00 PM	E-Mail To Peter/SM & Richard/PM	408319			
<p>Hi Peter & Richard,</p> <p>As you may already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.</p> <ol style="list-style-type: none"> 1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner? 2. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers. 3. What, if any, arrival date has been communicated to the customer? 4. Any other pertinent information you feel would be helpful? 5. Is FOM involved? <p>VIN #: WVWFA71F08V [REDACTED] VIN #: WVWFA71F08V [REDACTED]</p> <p>Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.</p> <p>Thank you for your assistance, Amanda Edwards</p> <p>RCM to wait Dealer 408319 e-mail.</p>						
EDWARDAM	08/05/2009 10:31:43 AM	Voice Mail To Peter Lomando	408319			
RCM LMTRMC. RCM to wait Dealer 408319 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	08/10/2009 10:25:54 AM	Voice Mail To Peter CA LMTRMC. CA/RCM to wait dealer call.		408319		
EDWARDAM	08/10/2009 01:41:34 PM	Voice Mail From Peter Lomando Service Manager LVMM. RCM to call Dealer 408319.		408319		
EDWARDAM	08/10/2009 01:43:13 PM	Voice Mail To Peter Lomando RCM LMTRMC. RCM advised CA attempted to reach him earlier today about 2 mechatronics case; provided Customer's names and VIN #'s; seeking if part arrived. RCM/CA to wait Dealer 408319 call.		408319		
EDWARDAM	08/10/2009 04:23:31 PM	Return Call From Peter Lomando Service Manager advised the part is in; Customer has appointment for tomorrow to bring the vehicle in. RCM to assign to CA.		408319		
EDWARDAM	08/10/2009 04:24:44 PM	Assigned To MANNAE				
MANNAE	08/11/2009 09:37:28 AM	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]	090189209	Customer Relations	WVWFA71F08V [REDACTED]	15,000		
EDWARDAM	08/03/2009 09:54:02 AM	Note To Mechatronics				
	229 E00408353	02E-325-025-AD-ZCE MECHATRON.	7/28/09 1066847 188117	1005881812	9093104538	40023 4
		is expected to be available Early August. 2				
EDWARDAM	08/03/2009 01:53:27 PM	E-Mail To Terry Pine		408353		
		Hi Terry,				
		As you may already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.				
		1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?				
		2. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.				
		3. What, if any, arrival date has been communicated to the customer?				
		4. Any other pertinent information you feel would be helpful?				
		5. Is FOM involved?				
		VIN #: WVWFA71F08V [REDACTED] [REDACTED]				
		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 408353 e-mail.				
						Complaint 408353 Pr. Rsn: 3885-Mechatronics Pr. Rsn: 56E Hesitation
						Suggestion 408353 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
						Complaint 408353 Part: 6121-Molding Rsn: X30 Molding loose trunk/hatch
						Complaint 408353 Part: 4440-Tire Rsn: H97 Tire Pressure Monitor
						Inquiry 408353 Part: 3885-Mechatronics 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>
EDWARDAM	08/03/2009 02:48:11 PM	E-Mail From Terry Pine		408353		<p>Hi Amanda, Customer is driving their own vehicle until part arrives. We have not offered any goodwill. The customer has not been given any date for repair. FOM not involved. Terry</p> <p>RCM to assign to CA.</p>
EDWARDAM	08/03/2009 02:48:25 PM	Assigned To MANNAE				
MANNAE	08/04/2009 05:21:35 PM	Voice Mail To [REDACTED]				<p>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.</p>
WHEELK	08/17/2009 01:56:37 PM	Call From [REDACTED]				<p>Customer states: vehicle is currently at the dealer (408353); Original owner; Customer leased from VCI/ \$500.00; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; the vehicle will jerk and hesitates; the tire is low air and there is a crack plastic piece for the trunk; Customer is seeking/expecting for VW to put her into another convertible/get her out of the lease, or receive compensation for her inconvenience; this customer perceives this to be a premature failure; working with dealer 408353; she is in a rental vehicle, but they are required to purchase insurance; she is paying \$11.00 per day for the insurance; the is the 2nd time the vehicle has been at the dealer for a long period of time; she previously had a VW representative get involved with her convertible top; she loves the vehicle, but feels it has too many "small" problems, and now this is a major problem. CA advised: VW left a voice mail message to advise we are aware of your current transmission concern; apologize that you are also having 2 other vehicle concerns; will make sure the dealer is aware of all of your concerns; due to the nature of your concerns, will forward your request for research; will receive an update by COB, Tuesday, 8-18-2009. CO to research customer's request (s).</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>
WHEELEK	08/17/2009 02:14:06 PM	Note To MannaE				
		Part arrived on Friday, vehicle is currently at the dealer. Please research customer's request in the previous note; also, customer states the TPMS light is on, "low on air" message; there is a plastic part in the trunk, which is cracked; the dealer may not be aware of this concerns; also customer, is in a rental, and is required to pay insurance; can be reached on cellular number between 8-5. CO to research.				
MANNAE	08/17/2009 03:04:53 PM	Assigned To RCM-Eastern				
		Please review customer vehicle concerns per Wheelk notes are being addressed and inquire on rental insurance on loaner. CO to e-mail dealer.				
EDWARDAM	08/17/2009 03:56:59 PM	Assigned To EDWARDAM				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	08/17/2009 04:01:50 PM	E-Mail To Terry Pine		408353		
***** Email to tlpine@optonline.net; *****						
ACTION REQUIRED: Service Experience @ 408353						

Hi Terry: 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: WVWFA71F08V [REDACTED]

Customer concern: Customer states: vehicle is currently at the dealer (408353) for concerns of the vehicle jerking and hesitates; Dealer advised the part came in on Friday (mechatronic unit); the tire is low air and there is a crack plastic piece for the trunk as well; she is in a rental vehicle, but they are required to purchase insurance so she is paying \$11.00 per day for the insurance; she is the 2nd time the vehicle has been at the dealer for a long period of time; she previously had a VW representative get involved with her convertible top; she does love the vehicle, but feels it has too many "small" problems, and now this is a major problem.

The customer is seeking the following: VW to put her into another convertible/get her out of the lease or receive compensation for her inconvenience.

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

Thank you in advance for your help.

Amanda Edwards

RCM to wait dealer 408353 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	08/18/2009 01:57:41 PM	Call To David Gold		408353		
						RCM advised seeking to speak with Service Manager Terry Pine. Service Advisor advised he is on vacation this week, but can assist. RCM advised this Customer has been waiting on a mechatronics unit; seeking if this has been completed. Service Advisor advised that was done yesterday. RCM advised of Customer's other concerns and if they were aware of them. Service Advisor advised was not aware of these and Customer may need to point them out to them to be clear on them. RCM advised seeking to confirm the rental insurance if it's covered or the Customer's responsibility. Service Advisor advised doesn't really know but that is usually something the Customer purchase as warranty covers \$25 a day. RCM advised seeking if we have offered any compensation to this Customer. Service Advisor advised is not aware of any compensation being provided to her. RCM advised seeking about previous convertible top warranty repairs. Service Advisor advised one time they found she is a realtor and had put a metal sign into the trunk with the top down; when she went to put the top up it messed up the convertible top functionality and got jammed; she did pay for the repairs as it was caused by outside influence; the time before that QTM was involved and under warranty. RCM to assign to CO.
EDWARDAM	08/18/2009 02:15:33 PM	Assigned To MANNAE				
						Please reference previous case note; Confirm with Customer if her other concerns have been addressed as Dealer wasn't sure and she may need to point them out to Dealer to have them repaired; we will continue to work within the terms of the warranty, but would like to offer a vehicle payment for the inconvenience of waiting for the mechatronics unit. CO to call Customer.
MANNAE	08/18/2009 03:18:02 PM	Voice Mail To [REDACTED]				
						CO LMTRMC. If/when customer calls please advise we have reviewed her concerns and understand vehicle has been repaired, advise we did make dealership aware of her concerns with TPMS and plastic part in the trunk, which is cracked and they weren't aware customer had further concerns, advise customer would need to address vehicle concerns with dealership so they can perform diagnosis, apologize for any inconvenience and advised VW will continue to work within the terms of the LNVW warranty and would like to offer customer one month vehicle payment for inconvenience, ask customer to mail or fax copy of VW Credit statement to process vehicle payment, which can take 4-6 weeks to post on her account. CO to wait customer call.
YOUNGLI	08/18/2009 04:53:37 PM	Return Call From [REDACTED]				
						Customer advised, CO had called her, she is calling back. CA advised, information from note VM to owner 8/18, advised, fax number (6504) will take 24 to 48 hours for us to receive a fax, will take 4-6 weeks to see payment applied to account. Customer stated, she will get and fax over her statement. CO to review and close.
MANNAE	08/18/2009 05:57:53 PM	Note To ccc				
						CO reviewed case. 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>
WILLIAC2	08/19/2009 12:18:41 PM	FAX From	[REDACTED]			
		Fax in doc center.				
WILLIAC2	08/19/2009 12:19:11 PM	Assigned To	EDWARDAM			
EDWARDAM	08/19/2009 12:30:23 PM	Note To	check request			
	847815226 WVWFA71F08V	[REDACTED]	[REDACTED]	VW to credit one month's lease payment due to length of time waiting for mechatronics unit. Total = \$500.96		
		RCM to wait check.				
CR_BATCH	08/27/2009 04:00:52 AM	Note To	EDWARDAM			
	Amount for \$ 500.96 was Posted on 08/26/2009. AP reference number: 40044826					

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]	090189248	Recovery	WVWFA71F68V [REDACTED]			
ZIEHMEC	08/03/2009 10:29:26 AM	E-Mail To Hershell		407218		
<p>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.</p>						inquiry 407218
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F68V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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 407218 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>
ZIEHMEC	08/03/2009 02:06:15 PM	Call From Hershell		407218		Service Manager states: wrong part was ordered; customer is not in rental or loaner vehicle; no goodwill; no ETA listed. RCM to assign to CO.
ZIEHMEC	08/03/2009 02:07:10 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer.
MANNAE	08/04/2009 05:43:52 PM	Call To [REDACTED]				CO attempted to call customer and phone was making beeping signal. CO to call dealer.
MANNAE	08/04/2009 05:49:19 PM	Call To Ed		407218		SA provided customer correct contact and states part was ordered 7-31-09. CO to call customer.
MANNAE	08/04/2009 05:50:43 PM	Voice Mail To [REDACTED]				Message stated it was suzanne. 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. CO to call dealer to see if they had any other number on file.
MANNAE	08/04/2009 05:56:23 PM	Call To Ed		407218		SA states only number they have for 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]	090189328	Mediation/Arbitration	WVWBA71F38V [REDACTED]	14,914		Unknown 403150 Pr. Part: 3511-Mechatronic Pr. Rsn: 41Q Availability
CRUSEJ	08/03/2009 11:25:33 AM	Attached Mail From Arne Wadenstern				Unknown 403150 Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only)
		FOM requests SOC for Customer due to parts delay for mechatronics unit, 38 days down. FOM provides repl VIN: WVWBA71F99V [REDACTED] FOM requests offer letter be faxed to Customer.				
CRUSEJ	08/03/2009 11:53:48 AM	FAX To [REDACTED]				
		repl offer letter.				
CRUSEJ	08/03/2009 11:54:23 AM	Attached Mail From Arne Wadenstern:				Unknown 403150 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
		dropped duplicate.				
CRUSEJ	08/04/2009 12:13:07 PM	Attached Mail From [REDACTED]				Rsn: 43Q Repurchase/Replacement(Mr Only)
		Rec'd signed acceptance.				
CRUSEJ	08/04/2009 12:27:09 PM	Note To replacement				
		WVWBA71F99V [REDACTED]				
CRUSEJ	08/04/2009 12:41:20 PM	E-Mail To Distribution				
		credit/rebill.				
CRUSEJ	08/04/2009 01:03:29 PM	E-Mail From Sue Pritchard				
		Hello,				
		Distribution completed their process.				
CRUSEJ	08/07/2009 03:52:00 PM	Attached Mail From Crystals Batstra				
		Rec'd MCO-Invoice.				

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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>
CRUSEJ	08/07/2009 03:53:36 PM	Assigned To KORTHA				Arnie Wadensteirna is the FOM. VCI lease. Non-conformity is 30+ days down awaiting mechatronics unit. Kings Volkswagen is the transaction dealer. Customer represented by self.
KORTHA	08/10/2009 12:11:34 PM	Voice Mail To Susan Title clerk		403150		LMTRMC seeking to know if MCO we have is correctly filled out.
CRUSEJ	08/10/2009 02:15:38 PM	Assigned To CRUSEJ				
CRUSEJ	08/10/2009 02:16:34 PM	E-Mail To Crystal Batstra				Crystal, I need a new MCO for this one. I will destroy the one you just sent. Please state Volkswagen Credit Leasing, Ltd., 1401 Franklin Blvd, Libertyville, IL 60048 as owner on the back of the MCO. Please send MCO and invoice to me.
CRUSEJ	08/12/2009 02:00:09 PM	Attached Mail From Crystal Batstra				rec'd corrected MCO.
CRUSEJ	08/12/2009 02:00:34 PM	Assigned To KORTHA				I put the corrected MCO in the folder and placed the folder in your in box.

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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

KORTHA 08/13/2009 07:31:39 AM E-Mail To Arne W.

Hi Arne,

RE: [REDACTED] replacement Orig Vin: WVWBA71F38V [REDACTED] Repl: WVWBA71F99V [REDACTED] @ 403150

I'm new to this region so going to need some extra direction on your closings! Do I send the paperwork to you or do you have a accountable dealer contact? If you do the closing, do I set the time/date-if so just let me know your availability? If the dealer does the deal, please provide the contact person and their contact info.

Best Regards,

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

<u>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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KORTHA 08/13/2009 08:42:04 AM E-Mail From Arne Wadenstierna

Hey Alicia,

Thanks for facilitating this! In light of my upcoming schedule, please send the paperwork to the Dealership in care of:

Greg Orlett, Service Manager

Kings Volkswagen of Loveland

10575 Loveland Madeira Road

Loveland, OH 45140

The Dealership's phone # is 513-677-2710. Note that Greg is on vacation this week & will return Monday. I've cc'd Service Consultant Scott Johnson, who can contact the Customer & set up the closing. Scott/Greg: Please let me know the time/date of closing as I'd like to be there if possible.

Arne Wadenstierna

CER 38 FOM

C: 614-886-1230

From: Korth, Alicia

Sent: Thursday, August 13, 2009 7:32 AM

To: Wadenstierna, Arne

Subject: [REDACTED] @ Kings VW Loveland (403150), Current VIN: WVWBA71F38V [REDACTED]

Importance: High

Hi Arne,

RE: [REDACTED] replacement Orig Vin: WVWBA71F38V [REDACTED] Repl: WVWBA71F99V [REDACTED] @ 403150

I'm new to this region so going to need some extra direction on your closings! Do I send the paperwork to you or do you have an accountable dealer contact? If you do the closing, do I set the time/date-if so just let me know your availability? If the dealer does the deal, please provide the contact person and their contact info.

Best Regards,

Alicia Korth

KORTHA 08/13/2009 09:39:03 AM Closing Package (M/A Only) To Greg (403150

EON closing doc's

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	08/13/2009 10:39:38 AM	Call To [REDACTED]				
		WENT OVER CLOSING PROCEDURES AND ADVISED DP WILL BE CONTACTING HER TO SET UP CLOSING NEXT WEEK. PROVIDED MY CONTACT INFO FOR ANY QUESTIONS.				
KORTHA	08/18/2009 11:20:10 AM	Call To Susan (title clerk)		403150		
		Customer should be coming in today or tomorrow to meet with SM Greg Orlette for the exchange / Dealer will transfer plates from old vehicle to the new vehicle.				
KORTHA	08/21/2009 10:35:23 AM	Call From GREG ORLETTE		403150		
		DP ADVISED VEH REPLACEMENT COMPLETED 8/18/09, VEH REPAIRED, NEW VEH REGISTERED, WILL MAIL OUT THE COMPLETED DOC'S TODAY.				
KORTHA	08/21/2009 10:36:11 AM	Vehicle To 8/18/09				
		VERBAL ADVISEMENT VEH REPLACEMENT COMPLETED ON 8/18/09-GREG ORLETTE-PPW WILL BE HERE TUESDAY.				
KORTHA	08/21/2009 10:37:14 AM	Assigned To CARUSOL				
		FWD CASE FOR HANDLING. (LESLIE: DP ADVISED PPW WILL BE HERE TUESDAY & VEH REPAIRED.				
CARUSOL	08/25/2009 01:11:15 PM	Attached Mail From Greg Orlette				
		Closing docs: cnc, bbrp repaired, Final RO 19744, odo, lpoa, Ohio odo, soc, vcr, and acf.				
CARUSOL	08/25/2009 01:25:59 PM	Final Repair Order (M/A only) From G:		403150		
		Final RO 19744				

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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>
CARUSOL	08/25/2009 01:26:42 PM	E-Mail To Distribution				
		Hi				
		Please place VIN WVWBA71F99V [REDACTED] into service as of 08/18/09.				
		Customer: [REDACTED]				
		[REDACTED]				
		Covington, KY [REDACTED]				
		Thanks, Leslie				
CARUSOL	08/25/2009 01:29:12 PM	Call To Susan, Title Clerk		403150		
		Reviewed reg/title paperwork. DP states she is awaiting return of paperwork from DMV and will forward same to me upon receipt.				
CARUSOL	08/25/2009 01:32:11 PM	Vehicle To CB Auction Assignments				
CARUSOL	08/25/2009 02:50:04 PM	E-Mail From Sue Pritchard				
		Hello,				
		The process is complete.				
		Sue Pritchard				
CARUSOL	08/31/2009 12:13:03 PM					
		Copy of title and certificate of registration for repl vehicle with fees totalling \$22.50.				
CARUSOL	08/31/2009 12:17:13 PM	E-Mail To Titles				
		Request for SOC				

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>
CARUSOL	08/31/2009 12:20:40 PM	Approved By CARUSOL				
	WVWBA71F38V [REDACTED]					; reim to 403150 for registration fees
CARUSOL	09/01/2009 09:59:06 AM	E-Mail From Titles				
		We received your request and we've begun the research.				
CARUSOL	09/03/2009 02:20:51 PM	Attached Mail From State of Ohio				
		Title				
CARUSOL	09/03/2009 02:30:26 PM	Approved By CARUSOL				
	WVWBA71F38V [REDACTED]					; title branding fee
CR_BATCH	09/04/2009 04:00:18 AM	Note To CARUSOL				
		EFT for amount \$ 22.50 processed on 09/03/2009. AP reference number: 00031504				
ANGERK	09/10/2009 01:17:16 PM	Assigned To CARUSOL				
		Check # [REDACTED] for amount \$15.00 received. Forwarded check to advocate for handling				
CARUSOL	09/11/2009 04:00:42 PM	Mail To State of Ohio, Hamilton Count				
		EON request for branded title				
CARUSOL	09/21/2009 02:39:05 PM	Attached Mail From State of OH				
		Branded Title				
CARUSOL	09/22/2009 01:17:15 PM	Note To RVDS				
		C - 30+ days down awaiting mechantronics unit C - Internal part failure mechantronics unit C - Replace mechatronics unit RO 19744; mileage 14,837				

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>
CARUSOL	09/22/2009 01:19:43 PM	Assigned To CRUSEJ				
	Disclosure complete. Forwarding folder for review.					
CRUSEJ	09/22/2009 02:15:36 PM	Note To Med/Arb				
	090189343	Recovery	WVWFA71F78V			
PABSTM	08/03/2009 11:37:27 AM	Call From paul razzano		406105		Complaint 406105 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	Service Manager advised the customer is in rental, expect part in August, no goodwill offered yet, but plans to wash and do extra for the customer, FOM has advised can offer dealer services and more. RCM to assign to outbound CO.					
PABSTM	08/03/2009 11:41:38 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 01:44:06 PM	Call To				
	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. CA advised that parts are being shipped out the first and second week in August. Customer states she is okay with the loaner Vehicle. CA thanked Customer. No further action.					
ABDULAM	08/06/2009 01:57:43 PM	Call To Paul		406105		
	SM states still waiting for part, vehicle has been down 38 days, he is going to get her a vehicle payment, wash her vehicle, fill up the gas tank, and possibly offer dealer services. 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]	090189384	Recovery	WVWFA71F78V [REDACTED]			
HAWLEYD	08/03/2009 12:07:26 PM	E-Mail To Mike Maccar		408212		inquiry 408212 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to the service manager seeking information in regard to the mechatronics unit. RCM waiting for dealer e-mail.				
MANNAE	08/10/2009 10:52:27 AM	Call To Mike		408212		
		SM states part came in today and they will be calling customer. RCM to review and close.				
PRENTIM	08/10/2009 12:14:47 PM	Note To CCC				
		RC reviewed for RCM. No further action.				
[REDACTED]	090189394	Recovery	WVWBA71F88V [REDACTED]			
HAWLEYD	08/03/2009 12:13:33 PM	E-Mail To Les Ashton		408228		inquiry 408228 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to the service manager. RCM waiting for service manager e-mail.				
MANNAE	08/10/2009 11:30:40 AM	Call To Les		408228		
		Service Manager states vehicle is at dealership having part installed and will be done today. RCM to review and close.				
PRENTIM	08/10/2009 12:18:54 PM	Note To CCC				
		RC reviewed case for RCM. 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]	090189432	Recovery	WVWBA71F18V [REDACTED]			
HAWLEYD	08/03/2009 12:44:20 PM	E-Mail To Cindy Goglia		408230		inquiry 408230 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to service manager. RCM waiting for service manager e-mail.				
MANNAE	08/10/2009 11:37:04 AM	Call To Cindy		408230		
		SM states customer in vehicle, no ETA provided besides 2-5 weeks, no GW. CA to reassign for handling.				
MANNAE	08/10/2009 11:37:37 AM	Assigned To MANNAE				
		CO to call customer.				
ABDULAM	08/11/2009 12:25:15 PM	Voice Mail To Ms Larsen				
		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]	090189435	Recovery	WVWFA71F28V [REDACTED]			
HAWLEYD	08/03/2009 12:45:16 PM	E-Mail To Dave Brodtman		408258		inquiry 408258 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to service manager. RCM waiting for service manager e-mail.				
HAWLEYD	08/04/2009 08:46:45 AM	E-Mail From Dave Brodtman		408258		
		Service director sent e-mail advising the following: 1=no 2=no 3= eta 8/7/09 4=no David J. Brodtman Hamilton Imports- Volkswagen and Mazda 609-249-8039 CO to contact customer.				
HAWLEYD	08/04/2009 08:47:41 AM	Assigned To MANNAE				
		Assigned for handling.				
ABDULAM	08/06/2009 02:10:31 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

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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]	090189436	Recovery	WVWFA71FX8V [REDACTED]			
HAWLEYD	08/03/2009 12:46:08 PM	E-Mail To Tom Carino		408261		inquiry 408261 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to service manager. RCM waiting for service manager e-mail.				
MANNAE	08/10/2009 11:25:19 AM	Voice Mail To Tom		408261		
		CA LMTRMC. CA/RCM to wait dealer call.				
HAWLEYD	08/10/2009 01:07:42 PM	Return Call From Tom Carino		408261		
		Service director advised that the part arrived and they are installling it today. Service director advised that they provided a rental vehicle. CO to contact customer.				
HAWLEYD	08/10/2009 01:16:01 PM	Assigned To MANNAE				
		CO to contact customer.				
MANNAE	08/11/2009 09:47:55 AM	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]	090189438	Recovery	WVWBA71F18V [REDACTED]			
HAWLEYD	08/03/2009 12:47:01 PM	E-Mail To John Lynch		408288		Inquiry 408288 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent e-mail to service manager. RCM waiting for service manager e-mail.				
MANNAE	08/10/2009 11:43:25 AM	Call To John		408288		
		CA attempted to call dealership and no answer. RCM to call dealer.				
ZIEHMEC	08/11/2009 10:03:51 AM	Assigned To MANNAE				
		Assigned for handling.				
ABDULAM	08/11/2009 04:03:36 PM	Call To John		408288		
		Service Manager states part just came in and customer has an appointment for 8/20. No further action.				
[REDACTED]	090189461	Recovery	WVWBA71FX8V [REDACTED]			
PABSTM	08/03/2009 01:08:17 PM	E-Mail To jim gallagher		406429		Inquiry 406429 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM sent Mechatronic email. RCM to wait email from dealer 406429.				
PABSTM	08/03/2009 04:30:34 PM	Return Call From jim gallagher		406429		
		Service Manager advised customer was an employee, he is a friend of the store, he is not in a loaner, there is no need, and don't 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]	090189722	Customer Relations	WVWBA71F48V [REDACTED]	13,000		
MERTAM	08/03/2009 04:55:50 PM	Call From [REDACTED]				Complaint 408203 Pr. Part: 6101-Convertible top assembly Pr. Rsn: X20 Water leaks roof
	(Call taken while WebCorr in queue) Customer states for past 3 months having concern with leak in vehicle roof; currently at Dealer 408203; taken in today 8/3/09; Dealer is fully aware of Customer concerns as vehicle has been there repeated times for concern; seeking to have repair performed and operating to specifications. CO advised will elevate to RCM for further investigation; Dealer has most reliable resources for diagnosing and servicing concerns; will further evaluate and return contact with Customer by COB 8/5/09. Customer inquired about process for informing VW about contacting BBB. CO advised CCC cannot provide legal information; information on contacting BBB is in owner's manual; BBB would be able to provide proper information on officially notifying VW concerning legal action. CO to reassign.					Inquiry 408203 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
MERTAM	08/03/2009 05:02:29 PM	Assigned To RCM				
	CO reassign to RCM. CUST states VEH at DLR 408203 for leak concerns; taken in for latest concern today 8/4/09; leak concern has existed for 3 months; CUST seeking leak concern addressed and VEH to operate at SPECS; contact CUST by COB 8/5/09. RCM to e-mail DLR 408203 SM Repair Update.					
EDWARDAM	08/03/2009 05:11:15 PM	Assigned To HAWLEYD				
HAWLEYD	08/04/2009 01:08:53 PM	Call To Bob Gross		408203		
	Service manager advised that the customer brought the vehicle in for some drops of rain on the rear deck, however this weekend they had a very bad rain storm in which the rain was going side ways. Service manager advised that they thoroughly water tested the vehicle and found no water leak, however the vehicle does need a mechatronics unit and they have ordered it. RCM to contact customer.					
PABSTM	08/04/2009 05:09:33 PM	Voice Mail To ms lessner - home #				
	RCM LMTRMC with update. RCM to advise of vehicle operating as designed with all water testing performed by dealer 408203, they do have a part on order for the vehicle. RCM to wait customer 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>
ALEXANLA	08/06/2009 08:08:19 AM	Return Call From	[REDACTED]			Customer states calling about case. CA to transfer Customer to RCM.
ALEXANLA	08/06/2009 08:09:25 AM	Transfer To Diane				CA transferred Customer to RCM. RCM to continue with Customer.
HAWLEYD	08/06/2009 08:15:11 AM	Continued Comment From	[REDACTED]			
YOUNGLI	08/06/2009 08:35:59 AM	Return Call From	[REDACTED]			Customer stated, she just hung up with RCM, seeking to speak back to her. CA advised, can transfer Customer. CA to call the RCM.
YOUNGLI	08/06/2009 08:36:28 AM	Call To Diane Hawley				RCM not available. CA to return to Customer.
YOUNGLI	08/06/2009 08:36:38 AM	Return To	[REDACTED]			CA advised, RCM is not available. Customer stated, she would like to go to RCM VM. CA advised, will transfer customer to RCM VM. CA to call the RCM.
YOUNGLI	08/06/2009 08:36:58 AM	Call To Diane Hawley				Customer transferred to RCM VM. RCM to call the Customer.
HAWLEYD	08/06/2009 08:59:32 AM	Continued Comment With	[REDACTED]			Customer states that it rained again last night and the vehicle is still leaking. Customer states that she will be sending her certified letter to VW requesting her last repair attempt to the vehicle. RCM advised customer of the address and directed the customer to make an appointment with the dealer to have the vehicle looked at. No further action with the customer. RCM to contact service manager.

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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	08/06/2009 08:59:54 AM	Call To Bob Gross		408203		
	RCM LMTRMC with DP (Valerie). RCM advised customer name, direct line and seeking return call. RCM waiting for service manager call back. RCM to contact FOM.					
HAWLEYD	08/06/2009 09:53:56 AM	E-Mail To Rick Barke				
	RCM sent e-mail to the FOM in regard to this customer's request. RCM waiting for FOM.					
CLAYTOY	08/06/2009 10:14:21 AM	Return Call From [REDACTED]				
	Customer states she is seeking to speak with the RCM regarding the case. CA advised the customer if the RCM is not available the customer could leave a voicemail message. CA to transfer to RCM.					
CLAYTOY	08/06/2009 10:16:37 AM	Transfer To Ms Hawley				
	Transfer to RCM.					
HAWLEYD	08/06/2009 10:28:21 AM	Continued Comment From [REDACTED]				
	Customer states that she contacted the service manager and he advised her that they will need to contact the VW engineer. Customer states that they will not provide her a loaner vehicle at this time, unless VW pays for it. RCM advised that we will contact the service manager.					
HAWLEYD	08/06/2009 10:28:42 AM	Call To Bob Gross		408203		
	Service manager advised that they received 5 minutes of just crazy rain and the customer came in with 1 drop of rain on the rear panel. Service manager advised that he will contact the QTM. RCM advised that she has already sent an e-mail to the FOM. RCM advised that we will tell the customer that we need to contact the QTM first and we will call her back. RCM to return to owner.					
HAWLEYD	08/06/2009 10:28:56 AM	Return To [REDACTED]				
	RCM advised customer that we will have her drive her vehicle and in the mean time the dealer will contact the QTM. RCM advised that we will contact her by COB on Friday 8/07/09 with a course of action. RCM to follow up.					
HAWLEYD	08/07/2009 03:06:20 PM	Call To Bob Gross		408203		
	Service manager advised that the QTM has requested all of the repair orders and is going over them and they are just waiting for direction. RCM to contact customer.					

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HAWLEYD	08/07/2009 03:32:30 PM	Voice Mail To	[REDACTED]			RCM LMTRMC. RCM advised customer that this is a courtesy follow up in regard to her concerns. RCM advised that the QTM has been contacted and requested the vehicle repair history from the dealer. RCM advised that the dealer is currently waiting for direction from the QTM. RCM advised that we will follow up by COB on Wednesday 8/12/09. RCM waiting for customer call back.
HAWLEYD	08/10/2009 01:23:58 PM	Call To Bob Gross		408203		RCM LMTRMC with DP. RCM waiting for service manager call back.
MORRISC	08/11/2009 09:01:04 AM	Note To Diane Hawley				Please close. Med/Arb has an open case now. Thank you.
HAWLEYD	08/11/2009 09:09:31 AM	Note To CCC				RCM closed case per Med/Arb.

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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]	090189750	Customer Relations	WVWBA71F18V [REDACTED]	11,000		
DUBROCN	08/03/2009 05:24:36 PM	Call From [REDACTED]	(daughter)			
<p>Customer states: Original owner; vehicle leased through VCI; This customer/family has owned 4 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; vehicle jerks back and forth when the vehicle is stopped; has been complaining of this concern since the beginning of this lease; every Dealer advised that the vehicle was operating as designed; finally someone could figure out what is wrong with it; No additional warranty/Service contract; working with Godfrey Hernandez; Dealer advised her to contact RCM at CCC; vehicle has been at Dealer for 2 weeks; Dealer advised that they needed to order a part for the transmission and they ordered it from Germany; so this part could take up to a month to come in; this customer perceives this to be a premature failure. Customer is seeking/expecting VW to compensate her for having her vehicle down for 2 weeks so far; additional 4 weeks is expected. CO advised: cannot guarantee that VW will assist with her request; due to the nature of the concerns a RCM will review and follow up with Customer by the COB on 8/4. CO to assign.</p>						<p>inquiry</p> <p>Pr. Part: LEAS-LEASE AND LOAN PAYMENT</p> <p>Pr. Rsn: 37A Lease Payment</p> <hr/> <p>Complaint 408252</p> <p>Part: 3885-Mechatronics</p> <p>Rsn: 56E Hesitation</p> <hr/> <p>Suggestion 408252</p> <p>Rsn: 69C Dealer</p> <p>Referred Customer to CARE</p>
DUBROCN	08/03/2009 05:30:29 PM	Assigned To ccc				
<p>Customer seeking VW to compensate for her vehicle being down for 2 weeks so far; predicted to be down for another 4 weeks. CO advised: cannot guarantee that VW will assist; due to the nature of the concerns a RCM will research and follow up with Customer by the COB on 8/4. RCM to research.</p>						
EDWARDAM	08/03/2009 05:46:38 PM	Assigned To HAWLEYD				
HAWLEYD	08/04/2009 02:49:07 PM	Call From Mike (assistant to mgr)		408252		
<p>Service advisor advised that they are currently waiting for a mechatronics unit on the vehicle, however the tech that is working on the vehicle is out. RCM to follow up.</p>						
HAWLEYD	08/04/2009 03:18:35 PM	Call To [REDACTED]	(daughter)			
<p>RCM advised customer that we are following up in regard to the concern for the mechatronics unit. RCM advised that we are attempting to obtain the part as quickly as possible. RCM advised that we would like to look into her request once the vehicle has been repaired so that we have a understanding on how long she has been without her vehicle. Customer states that she is in the dealers loaner vehicle. RCM advised that the part is built VIN specific and it does take 6-8 weeks to build. RCM advised that we will follow up by COB on Tuesday 8/25/09. RCM to follow up.</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>
HAWLEYD	08/18/2009 03:18:26 PM	Call From Godfrey (assistant to mgr)	408252			
	Service advisor advised that the mechatronic unit arrived and it has been installed. Service advisor advised that they will be returning the vehicle to the customer today. RCM to follow up.					
HAWLEYD	08/25/2009 11:59:54 AM	Call To [REDACTED] (daughter)				
	RCM advised that this was a courtesy follow up as we understand that her vehicle is repaired. Customer states that she is currently on vacation in Florida and she has not picked the vehicle up as of yet. RCM advised that we will follow up with her by COB on Monday 8/31/09. RCM to follow up.					
HAWLEYD	08/31/2009 11:20:57 AM	Call To [REDACTED] (daughter)				
	Customer states that she picked the vehicle up on Friday and everything is ok. RCM advised that we would like to offer her 1 month vehicle payment due to the inconvenience. RCM advised customer to continue to make her payments and once we receive her vehicle payment information it will take us about 30 days to process. No further action pending customer fax.					
CAMILOM	09/01/2009 04:25:08 PM	FAX From [REDACTED]				
	Fax in doc center.					
CR_BATCH	09/05/2009 04:00:31 AM	Note To HAWLEYD				
[REDACTED]	090190641	Recovery	WVWFA71F48V [REDACTED]			
ZIEHMEC	08/04/2009 11:51:11 AM	Note To CCC				
	RCM to send e-mail to dealer 401017					
ZIEHMEC	08/04/2009 01:46:31 PM	Note To CCC				
	No further action.					

inquiry 401017
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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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>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]	090190660	Recovery	WVWBA71FX8V [REDACTED]			
ZIEHMEC	08/04/2009 12:00:04 PM	Note To CCC				
RCM to send e-mail to dealer 402120						inquiry 402120 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	08/05/2009 09:23:49 AM	E-Mail To Bill Barnickel		402120		

Bill,

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): WVWBA71FX8V [REDACTED]

3VWRJ71K58M [REDACTED]

WVWBA71F78V [REDACTED]

WVWBA71F78V [REDACTED]

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,
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.

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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>
NARDONP	08/05/2009 10:14:25 AM	Call From Bill Barnickel		402120		Service Manager states Customer has not been offered any Goodwill, she is not in a loaner vehicle, her part was ordered on 6/25, and she has been given an ETA of up to 8 weeks. RCM to assign to CA.
NARDONP	08/05/2009 10:15:30 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 02:43:38 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.
NARDONP	08/13/2009 09:21:27 AM	Call From Bill Barnickel		402120		Service Manager states vehicle is repaired; he offered a 1 month vehicle payment with a total of \$376.69. CO to review and close.
MANNAE	08/14/2009 09:36:54 AM	Note To ccc				CO reviewed case. No further action.

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

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

<u>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]	090190688	Recovery	WVWBA71F68V [REDACTED]			inquiry 402149 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:18:14 PM	Note To CCC				
RCM to e-mail dealer 402149						

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

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/04/2009 01:11:35 PM	E-Mail To Glenn Hoffman		402149		

Glenn,

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): 3VWBJ71K47M [REDACTED]
WVWBA71F68V [REDACTED]

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

Wair 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	08/05/2009 12:01:53 PM	E-Mail From Dave Chastain		402149		
		No Goodwill has been offered, Customer is not in a loaner, and there has been no ETA provided.				
		RCM to assign to CA.				
NARDONP	08/05/2009 12:02:59 PM	Assigned To MANNAE				
ABDULAM	08/06/2009 02:59:54 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]	090190703	Recovery	WVWBA71F28V [REDACTED]			
ZIEHMEC	08/04/2009 12:32:14 PM	Note To CCC RCM to send e-mail to dealer 402611				inquiry 402611 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CAMPOSA	08/05/2009 08:15:39 AM	E-Mail To Ben Customer Name: [REDACTED]		402611		
		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? If so, when did they receive the rental?				
		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?				
		RCM to wait Dealer email				
CAMPOSA	08/05/2009 09:47:30 AM	E-Mail From Ben		402611		
		1) Is the customer in a rental or loaner? If so, when did they receive the rental? Not currently, was in a loaner for about 4days				
		2) Have you offered any goodwill? Factory warranty				
		3) What part arrival time has been communicated to the customer? 2-3 weeks				
		4) Other pertinent information that you think we should be aware of? Guest is unhappy that she is in a new vehicle that is having these types of problems and now taking so long to fix. RCM to assign to CO				
CAMPOSA	08/05/2009 09:48:10 AM	Assigned To MANNAE				

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>
ABDULAM	08/06/2009 03:05:54 PM	Voice Mail To	[REDACTED]			
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090190707	Recovery	WVWBA71F18V [REDACTED]			inquiry 402647 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:33:18 PM	Note To ccc				
RCM to send e-mail to dealer 402647						

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 [REDACTED]	08/05/2009 09:27:15 AM	E-Mail To John Payne		402647		

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): VVWBA71F18V [REDACTED]

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

Wait Dealer 402647 email.

ZIEHMEC 08/07/2009 12:05:26 PM Note To CCC

Please note that the e-mail came back not deliverable. RCM to call dealer 402647

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	08/07/2009 12:26:46 PM	Call To Steve		402647		
RCM advised seeking information on Customer vehicle. Service Advisor states Service Manager is out this week but he can assist. RCM advised seeking to know if the Customer has been provided alternate transportation, if any Goodwill has been offered, or if an ETA has been provided to Customer. Service Advisor states Customer is not in a loaner or rental, no Goodwill and no ETA has been provided. RCM to assign to CO.						
NARDONP	08/07/2009 12:29:11 PM	Assigned To MANNAE				
MANNAE	08/07/2009 12:53:30 PM	Voice Mail To Mr. Garland				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F.						
	090190734	Recovery	WVWBA71F98V			
ZIEHMEC	08/04/2009 12:45:20 PM	Note To CCC				
RCM to e-mail dealer 403115						
ZIEHMEC	08/04/2009 01:40:54 PM	Note To CCC				
No further action.						

inquiry 403115
 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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Eos 2.0L [REDACTED]	090190744	Recovery	WVWBA71F18V [REDACTED]			inquiry 403230 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:51:20 PM	Note To CCC RCM to e-mail dealer 403230				

CAMPOSA 08/05/2009 08:19:26 AM E-Mail To Rick 403230

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F18V [REDACTED]

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

- 1) Is the customer in a rental or loaner? If so, when did they receive the rental?
- 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?

RCM to wait Dealer email.

CAMPOSA 08/06/2009 08:47:25 AM Call To Brian 403230

Service Advisor states: customer is in their own vehicle at this time; no goodwill has been offered; customer has been advised that the unit should be here mid August.
 RCM to assign to CO.

CAMPOSA 08/06/2009 08:48:17 AM Assigned To MANNAE

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	08/07/2009 10:20:37 AM	Voice Mail To	██████████			
<p>CO attempted to call home number and rang twice and stopped, left message at work number. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</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>
2008 Eos 2.0L [REDACTED]	090190829	Recovery	WVWBA71F78 [REDACTED]			inquiry 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 01:56:12 PM	Note To ccc				
RCM to e-mail dealer 402120						

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	08/05/2009 09:22:28 AM	E-Mail To Bill Barnickel		402120		

Bill,

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): WVWBA71FX8V [REDACTED]

3VWRJ71K58M [REDACTED]

WVWBA71F78V [REDACTED]

WVWBA71F78V [REDACTED]

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,
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	08/05/2009 10:17:42 AM	Call From Bill Barnickel		402120		
		Service Manager states Customer has been offered no Goodwill, Customer is not in a loaner vehicle, part was ordered on 7/29, and Customer was given an ETA of up to 8 weeks. RCM to assign to CA.				
NARDONP	08/05/2009 10:19:28 AM	Assigned To MANNAE				
MANNAE	08/07/2009 12:55:00 PM	Call To [REDACTED]				
		CO attempted to leave message on home system and it disconnected after trying to leave a message on two attempts, attempted to call business number and it has a beeping signal. CO to call dealer.				
MANNAE	08/07/2009 01:00:30 PM	Call To Bill		402120		
		Service Manager states part came in today and will be calling customer today or Monday 8-10-09 to schedule appointment, verified customer phone numbers and provided different business phone. 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]	090190830	Recovery	WVWBA71F78V [REDACTED]			inquiry 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:02:08 PM	Note To ccc				
RCM to e-mail dealer 402120						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/05/2009 09:23:07 AM	E-Mail To Bill Barnickel		402120		

Bill,

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): WVWBA71FX8V [REDACTED]

3VWRJ71K58M [REDACTED]

WVWBA71F78V [REDACTED]

WVWBA71F78V [REDACTED]

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,
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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/05/2009 10:19:58 AM	Call From Bill Barnickel		402120		
	Service Manager states Customer has been offered no Goodwill, Customer is not in a loaner vehicle, part was ordered on 7/31, and Customer was given an ETA of up to 8 weeks; also he feels that RCM should know that Customer is a diehard VW owner and is happy to know her vehicle is going to get fixed. RCM to assign to CA.					
NARDONP	08/05/2009 10:21:18 AM	Assigned To MANNAE				
MANNAE	08/07/2009 01:23:29 PM	Call To [REDACTED]				
	Customer number has been disconnected. CO to call dealer.					
MANNAE	08/07/2009 01:27:01 PM	Call To Mike		402120		
	SA provided customer home and cell phone, states part is not in yet. CO to call customer.					
MANNAE	08/07/2009 01:29:39 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.					
[REDACTED]	090190833	Customer Relations	WVWBA71F08V	[REDACTED]		
MANNAE	08/04/2009 01:58:03 PM	Voice Mail To [REDACTED]				
	CO left message apologizing for his inconvenience with mechatronic unit and understand vehicle repairs have been completed, asked customer to call CCC to update vehicle ownership for any campaigns in the future. No further action, wait customer call.					

 inquiry

Pr. Part: 3511-Mechatronic

Pr. Rsn: 55J Outbound

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]	090190834	Recovery	WVWBA71F88V [REDACTED]			inquiry 402172 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:03:27 PM	Note To CCC				
RCM to e-mail dealer 402172						

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	08/05/2009 09:30:26 AM	E-Mail To Bill Dolan		402172		

Bill,

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): WVWBA71F88V XXXXXXXXXX

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

Wait Dealer 402172 email.

NARDONP	08/05/2009 10:29:53 AM	E-Mail From Bill Dolan		402172		
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Service Manager states Customer is not in a loaner and the vehicle is drivable and Customer is alright without a rental; Customer has been offered no Goodwill and was give an ETA of 4-6 weeks. 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

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

NARDONP 08/05/2009 10:31:38 AM Assigned To MANNAE

MANNAE 08/07/2009 01:08:02 PM Voice Mail To [REDACTED]

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

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090190837	Recovery	WVWBA71F08V [REDACTED]			inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:04:03 PM	Note To CCC				
RCM to e-mail dealer 402408						

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	08/05/2009 09:15:17 AM	E-Mail To John Olson		402408		

John,

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): WVWBA71F08V [REDACTED]
 3VWRJ71K08M [REDACTED]
 3VWXJ71K36M [REDACTED]

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,
 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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/05/2009 10:45:11 AM	E-Mail From John Olson		402408		Customer is not in a loaner vehicle, no Goodwill has been offered, ETA is expected by early august; Customer has been told they will be provided a loaner vehicle if the part does not arrive by 8/7. Customer was last contacted by Dealer 402408 on 8/5 and the advisor working with Customer is Brett. RCM to assign to CA.
NARDONP	08/05/2009 10:47:33 AM	Assigned To MANNAE				
MANNAE	08/07/2009 01:18:10 PM	Call To [REDACTED]				CO followed up with customer and apologized for any inconvenience, inquired if customer was ok in driving vehicle. Customer states part has come in and they have scheduled to take it in on Monday 8-10-09 to have repairs completed, states has not been a pleasant experience in driving vehicle in the last month, dealership didn't offer loaner, not faulting dealership as she took vehicle in previously and they advised no concerns found states doesn't feel they took appropriate steps. CO apologized and advised VW would like to offer customer \$200.00 dealership services for her experience and should take 7-10 business days to receive offer, verified address, provided number to CCC for any future questions or concerns. CO to reassign to Team 5.
MANNAE	08/07/2009 01:21:03 PM	Assigned To ccc				Please generate \$200.00 in dealership services. CO to wait mail.
BICKMAD	08/10/2009 05:23:10 AM	Assigned To ccc				
GREENJO	08/10/2009 07:43:47 AM	Assigned To GARDNEJ				
GARDNEJ	08/10/2009 08:16:50 AM	Mail To [REDACTED]				Generated dealer goods and services customer letter and completed certificate. Forward for review and outgoing mail. Customer letter can be viewed in doc center. RCM to review and close.
GARDNEJ	08/10/2009 08:22:11 AM	Assigned To NARDONP				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/10/2009 09:01:42 AM	Note To CCC				
RCM reviewed and closed. 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]	090190865	Recovery	WVWFA71F88V [REDACTED]			
ZIEHMEC	08/04/2009 02:25:12 PM	Note To CCC RCM to e-mail dealer 403200				inquiry 403200 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CAMPOSA	08/05/2009 08:31:35 AM	E-Mail To Eric Customer Name: [REDACTED]			403200	
		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? If so, when did they receive the rental? 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? RCM to wait Dealer email.				
CAMPOSA	08/05/2009 03:17:58 PM	E-Mail From Eric ANN, [REDACTED] is driving the car. It was not acting that bad he was ok with driving it. We did not offer goodwill We told him about a month. He already knew that because he saw it on the internet			403200	
		Eric Friend RCM to assign to CO				
CAMPOSA	08/05/2009 03:18:15 PM	Assigned To MANNAE				

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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<u>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	08/07/2009 11:52:29 AM	Voice Mail To	██████████			
<p>CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</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

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2008 Eos 2.0L [REDACTED]	090190867	Recovery	WVWBA71F98V [REDACTED]			
ZIEHMEC	08/04/2009 02:25:55 PM	Note To CCC				
	RCM to e-mail dealer 405029					inquiry 405029 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
JANSSEL	08/04/2009 04:54:29 PM	E-Mail To Albert Luaces		405029		
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: WVWBA71F98V [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 405029 email.						
JANSSEL	08/05/2009 09:34:06 AM	E-Mail From Albert Luaces		405029		
RCM received dealer 405029 Service Manager's out of office reply, Service Manager returns on 8/10/09. RCM to call dealer.						

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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<u>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	08/05/2009 11:59:23 AM	Call To Joe Benitez		405029		
	(Service Manager on vacation, Service Advisor offered to assist)					
	RCM seeking to know if customer was provided a loaner/rental, part ETA communicated to customer, and if dealer 405029 has offered goodwill. Service Advisor advised: dealer is currently waiting on the part, ETA-8/21/09, customer was not provided a vehicle, and dealer is not offering goodwill. RCM to assign case to CA.					
JANSSEL	08/05/2009 12:02:57 PM	Assigned To MANNAE				
MANNAE	08/07/2009 11:48:25 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
CASE NUMBERS SOURCE: All

<u>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]	090190934	Customer Relations	WVWBA71F28V [REDACTED]	10,048		Complaint 408212 Pr. Part: 3885-Mechatronics Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
SYLVESM	08/04/2009 03:35:42 PM	Call From [REDACTED]				Inquiry 408212 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer states vehicle hesitates when stepping on gas and has been on-going since start of vehicle lease in May 2008; Dealer 408212 states this is normal for vehicle; Customer states two weeks ago Dealer advised VW has found source of hesitation concern and ordered part for repair; Customer has been paying \$5.00/day for rental while vehicle is being repaired. Customer seeks confirmation as to when vehicle will be repaired and also seeks either reimbursement for rental vehicle or credit on lease payment to compensate for not having vehicle for last 2 weeks. CO advised will escalate to RCM for review of part delay as well as goodwill compensation; advised VW is committed to getting vehicle repaired to original manufacturer specifications; advised RCM will callback by COB 08/05. CO to assign to RCM.					
SYLVESM	08/04/2009 03:43:15 PM	Assigned To RCM				
	Please callback Customer by COB 08/05 at cell [REDACTED] morning preferred. RCM to review ordered part delay as well as goodwill CR.					
HAWLEYD	08/04/2009 04:34:38 PM	Assigned To HAWLEYD				
	Assigned for handling.					
HAWLEYD	08/05/2009 09:19:50 AM	Voice Mail To Mike Maccar		408212		
	RCM LMTRMC. RCM provided customer name, last 8 of VIN number, direct line and reason for call. RCM waiting for service director call back.					
HAWLEYD	08/05/2009 09:32:26 AM	Return Call To Mike Maccar		408212		
	Service director advised that it was a mechatronics unit. Service director advised that the part arrived and was installed yesterday. Service director advised that the part 5/28/09 and placed customer in rental on 7/22/09. Service director advised that they did not offer any goodwill. RCM to contact customer.					
HAWLEYD	08/06/2009 03:39:41 PM	Voice Mail To [REDACTED]				
	RCM LMTRMC. RCM or CA - Please advise customer that this is a courtesy follow up as we have been advised that her vehicle has been repaired and returned to her. Please advise customer that we would like to offer her 1 month vehicle payment due to her inconvenience. RCM waiting for customer call back.					

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

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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HAWLEYD	08/07/2009 09:33:00 AM	Voice Mail To	[REDACTED]			RCM LMTRMC. RCM or CA - Please advise customer that this is a courtesy follow up as we have been advised that her vehicle has been repaired and returned to her. Please advise customer that we would like to offer her 1 month vehicle payment due to her inconvenience. No further action pending customer call back.
SYLVESM	08/14/2009 01:12:52 PM	Call From	[REDACTED]			Customer returning call from RCM. CA advised VW would like to offer 1 monthly payment for inconvenience. Customer agreed to offer but states external company handles the payments on a two week cycle and has questions about how this payment can be done. CA advised will transfer to RCM for further assistance. CA transferring to RCM.
SYLVESM	08/14/2009 01:15:25 PM	Transfer To RCM - Diane				CA transferred to RCM voicemail. RCM to callback Customer.
HAWLEYD	08/14/2009 04:31:47 PM	Voice Mail From	[REDACTED]			Customer states that she is calling to accept the offer of 1 month vehicle payment, however would like the payment sent to her directly as she works with a company
HAWLEYD	08/17/2009 09:11:37 AM	Call To	[REDACTED]			RCM advised customer that we will reimburse her for 1 month vehicle payment instead of making the payment to VCI. RCM advised customer that we will need a vehicle coupon statement for the full monthly payment, as we know that she makes payments every 2 weeks. RCM advised customer that once we receive her information it will take us about 30 days to process. No further action pending customer fax.
WILLIAC2	08/18/2009 09:37:54 AM	FAX From	[REDACTED]			Fax in doc center.
HAWLEYD	08/18/2009 10:57:50 AM	Note To generated check				WVWBA71F28V0 [REDACTED] VW is providing the customer with 1 month vehicle payment due to concern with mechatronic unit. Total \$451.19.
CR_BATCH	08/27/2009 04:00:22 AM	Note To HAWLEYD				Check # 70929641 for amount \$ 451.95 mailed on 08/26/2009

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

VOLKSWAGEN OF AMERICA, INC.
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2008 Eos 2.0L [REDACTED]	090191540	Customer Relations	WVWBA71F78V [REDACTED]	14,500			
SMITHN	08/05/2009 08:15:59 AM	Call From RICHARD SZYMANSKI					
		(RCM taking level 1 calls) Customer states: vehicle is lurching forward when accelerating; the mechatronic unit is needing to be replaced; Dealer 409256 is telling him they don't want him to drive the vehicle; Dealer is telling him it will be 6 to 8 weeks; he is in an inferior rental vehicle; seeking consideration on his lease payment. RCM advised: we will be happy to look into compensation for down time of vehicle once the vehicle is repaired; we want to get the full down time before looking into Customer request to make sure we are fair to Customer. Customer states he really appreciates our great Customer service; wishes he had the same quality of service from his dealership; would have appreciated the service manager just coming out and introducing himself and saying "sorry for the inconvenience". RCM advised Customer that RCM is very sorry that Customer has been so inconvenienced by this; if Customer could call us once vehicle is repaired we will then look into Customer request. Customer states he will call. RCM to assign to RCM.					inquiry 409256 Pr. Part: 3885-Mechatronics Pr. Rsn: 37A Lease Payment
SMITHN	08/05/2009 08:24:33 AM	Assigned To HEARNSN					
		Customer states seeking lease payments for downtime. RCM advised Customer to call once vehicle was repaired. RCM is making RCM aware of case because it is a mechatronic unit. RCM to review and close.					Complaint 409256 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
HEARNSN	08/05/2009 10:45:51 AM	Note To CCC					
		RCM reviewed case. 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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CUSTOMER COMMENT DETAIL REPORT
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2008 Eos 2.0L [REDACTED]	090191545	Recovery	WVWFA71F68V [REDACTED]			
PABSTM	08/05/2009 08:22:37 AM	E-Mail To michael dolce		408112		Complaint 408112 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
		Mechatronic email sent to dealer 408112. RCM to wait dealer email.				
MANNAE	08/10/2009 10:20:29 AM	Call To Mike		408112		
		SM states no loaner, no FOM involvement, no GW, ETA of 8-21-09. CA to reassign for handling.				
MANNAE	08/10/2009 10:21:06 AM	Assigned To MANNAE				
		CO to call customer.				
MANNAE	08/11/2009 10:44:36 AM	Call To [REDACTED] HS				
		CO attempted to call and it was a high school and offered many departments, pressed 0 and phone just rang. CO previously verified with dealership 408112 if they had a different contact for vehicle driver and advised no, same information as CCC. No further action, unable to reach customer.				

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2008 Eos 2.0L						
[REDACTED]	090191546	Customer Relations	WVWBA71F18V [REDACTED]	19,000		
ALEXANLA	08/05/2009 08:28:42 AM	Call From [REDACTED]				
<p>Customer states: Original owner; Customer leased from VCI; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers (DLR 408277); No additional warranty/Service contract; the vehicle bucks and has no acceleration at take off and would jump; Customer is seeking/expecting for VW to either replace the vehicle or cover her lease and insurance payments on her vehicle; working with technician John; this customer perceives this to be a premature failure; states took vehicle to Dealer 408277 on 5/4 and it has been there since which has been 3 months as she is waiting on a valve part for her vehicle. 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 it doesn't matter. CO advised Customer that RCM will follow up by COB tomorrow 8/6. Customer acknowledged. CO to assign case to RCM.</p>						<hr/> Complaint 408277 Pr. Part: 3885-Mechatronics Pr. Rsn: 50E Shuddering/Shaking <hr/> Inquiry 408277 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment <hr/> Complaint 408277 Part: 3885-Mechatronics Rsn: 97J Part Delays (No Error in Dealer Ordering)
ALEXANLA	08/05/2009 08:33:16 AM	Assigned To RCM				
<p>Customer seeking for VW to either replace the vehicle or cover her vehicle and insurance payments; vehicle has been at dealer for 3 months waiting on valve part; call [REDACTED] RCM to research.</p>						
HAWLEYD	08/05/2009 08:41:27 AM	Assigned To HAWLEYD				
<p>Assigned for handling.</p>						
HAWLEYD	08/05/2009 03:06:16 PM	Call To John (assistant to mgr)		408277		
<p>Service advisor advised that the original mechatronics was ordered on 5/4/09 and the customer drove did until the middle of June 2009, which the placed the customer in a loaner vehicle. Service advisor transferred RCM to parts manager.</p>						
HAWLEYD	08/05/2009 03:06:35 PM	Continued Comment To Tom		408277		
<p>Parts manager advised that they ordered the mechatronics unit again on 7/9/09. Part #000 325 025 XZDE Sales # 1005821933 Red ordered. RCM to contact customer.</p>						

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HAWLEYD	08/05/2009 03:43:55 PM	Call To Karen Riveros				RCM advised FOM of the ordering part concern with the mechatronic unit and the customer is seeking. FOM advised RCM to offer her 4 vehicle payments. RCM to contact customer.
MULLINT	08/06/2009 11:32:58 AM	Call To Ms. [REDACTED]				RCM advised calling to follow up; advised at this time we are not able to meet her expectations in taking the vehicle back; advised we would like to provide her with 4 months vehicle payments to offset the inconvenience she has had with being without the vehicle; advised this will be made directly to her VCI account. Customer states her account is set up for automatic withdrawal; advised seeking if the payments can be sent to her. RCM advised we can have a check sent to her she will receive this in 4-6 weeks; advised we are not able to provide assistance with the insurance. Customer states seeking to know about the courtesy vehicle; she has had this for some time and she thinks that she is paying for this; and the repairs that are being made to the vehicle. RCM advised VW covers the rental vehicle for \$25; advised we would not be able to provide further assistance; advised the repairs to the vehicle are being completed under the warranty. Customer states she did not know that; advised seeking to know what is going on with the part. RCM advised at this time we are not have and ETA; advised the best person to speak with about this would be the Part Manager at dealer; advised once we have a further update regarding this someone will contact her; advised of fax EXT 6504. RCM to follow up.
CAMILOM	08/07/2009 03:25:51 PM	FAX From [REDACTED]				Fax in doc center.
HAWLEYD	08/10/2009 09:07:58 AM	Note To Generated EFT				Generated EFT to VCI in the amount of \$1,857.32 (4 vehicle payments) due to the customer's wait for a mechatronics unit.
CR_BATCH	08/14/2009 04:00:40 AM	Note To HAWLEYD				Amount for \$ 1857.32 was Posted on 08/13/2009. AP reference number: 40042899

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

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2008 Eos 2.0L [REDACTED]	090191550	Recovery	WVWBA71F58V [REDACTED]			Complaint 408207
PABSTM	08/05/2009 08:32:35 AM	E-Mail To john lindstrom		408207		Pr. Part: 3885-Mechatronics
		RCM emailed dealer and FOM with mechatronic email. RCM to wait email from dealer				Pr. Rsn: 81K Mechatronics Outbound
MANNAE	08/10/2009 10:42:36 AM	Voice Mail To John		408207		
		CA LMTRMC. CA/RCM to wait dealer call.				
HAWLEYD	08/10/2009 12:15:49 PM	Call From John Lindstorm		408207		
		Service manager advised that the customer is driving the vehicle, no goodwill and nothing special. CO to follow up.				
HAWLEYD	08/10/2009 12:23:12 PM	Assigned To MANNAE				
		CO to contact customer.				
ABDULAM	08/11/2009 12:20:39 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]	090191554	Recovery	WVWBA71F68V [REDACTED]			inquiry 408355 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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MULLINT 08/05/2009 08:37:19 AM Note To CCC

ACTION REQUIRED: Mechatronic update - WVWBA71F68V [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: WVWBA71F68V [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

Please consider the environment before printing this e-mail

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

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

09/23/2009

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MULLINT	08/10/2009 02:56:16 PM	Call To Tomar		408355		
RCM advised seeking INFO for vehicle. SA advised the part has come in and the customer has an appointment next week to bring the vehicle in for the repairs. 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]	090191559	Recovery	WVWBA71F68V [REDACTED]			inquiry 408335 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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MULLINT	08/05/2009 08:40:26 AM	E-Mail To Tom Impellittiere		408335		
ACTION REQUIRED: Mechatronic update - WVWBA71F68V [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: WVWBA71F68V [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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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>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	08/05/2009 01:17:34 PM	Return Call From Tom		408335		
						Service Manager advised the Customer is not in a rental vehicle; there has been no Goodwill offered; the parts is expected to be there 8-6-09; the FOM is aware of the customer. RCM to assign to CO.
MULLINT	08/05/2009 01:18:27 PM	Assigned To MANNAE				
						Reassigned for handling.
ABDULAM	08/07/2009 11:09:32 AM	Call To Rose Marie		408335		
						SA states part arrived at delaer, no further contact required. 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]	090191561	Recovery	WVWFA71F78V [REDACTED]			<u>Complaint 408230</u> Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
PABSTM	08/05/2009 08:55:25 AM	E-Mail To cindy goglia		408230		
	RCM emailed mechatronic email. RCM to wait email from dealer 408230.					
PABSTM	08/05/2009 09:31:22 AM	E-Mail From cindy goglia		408230		
	<p>Hello, 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: 200[REDACTED] VIN: WVWFA71F78V [REDACTED] At your earliest convenience, please review and respond to the following 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? TOLD 2-5 WKS 4) Other pertinent information that you think we should be aware of? NO 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. Michele Pabst (assisting Diane Hawley) Eastern Region Case Manager (248) 754-3324 The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to assign to CO.</p>					
PABSTM	08/05/2009 09:32:00 AM	Assigned To ABDULAM				
	CO to call the customer.					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/05/2009 10:59:06 AM	Assigned To MANNAE				

ABDULAM 08/07/2009 11:25:54 AM Voice Mail To Mr Harris

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

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090191571	Recovery	WVWBA71F68V [REDACTED]			inquiry 408080 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	08/05/2009 08:47:54 AM	E-Mail To Mike Mahoney		408080		

ACTION REQUIRED: Mechatronic update - WVWBA71F68V [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: WVWBA71F68V [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

Please consider the environment before printing this e-mail

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RCM to wait dealer email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	08/05/2009 09:43:59 AM	E-Mail From Mike Mahoney		408080		<p>Customer is in a rental vehicle.</p> <p>No other goodwill has been offered at this time</p> <p>Part ordered on 7/28. Customer told it might take up to 30 days.</p> <p>FOM aware through VTA ticket.</p> <p>Michael J. Mahoney Service Manager Volkswagen of Old Saybrook 319 Middlesex Turnpike Old Saybrook, Connecticut 06475 860-388-3400 x103</p> <p>mike.vwoldsaybrook@snet.net</p> <p>RCM to assign to CO.</p>
MULLINT	08/05/2009 09:44:28 AM	Assigned To MANNAE				Reassigned for handling.
ABDULAM	08/07/2009 11:19:44 AM	Voice Mail To [REDACTED]				<p>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.</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

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

2008 Eos 2.0L

[REDACTED] 090191588 Recovery WVWBA71F98V [REDACTED]

inquiry 405063
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

ZIEHMEC 08/05/2009 09:48:03 AM Note To CCC
RCM to e-mail dealer 405063

JANSSEL 08/05/2009 03:59:59 PM E-Mail To Brent 405063

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: WVWBA71F98V [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 405063 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	08/06/2009 09:26:14 AM	E-Mail From Robert Gross		405063		
<p>(Email was sent to dealer 405063 Service Manager and RCM was copied on email)</p> <p>Brent: I have been in regular contact with this customer. He is not thrilled at how long it is taking for the part, but he is OK with the communication from Fields VW. He is in a rental. Yesterday he wanted a different rental car. We spoke with Enterprise and they got him a different rental. He wants to know when the part will be here. Do you have anything that I can tell him?</p> <p>Robert Gross Service Advisor Fields VW of Daytona Beach 386-274-1200 Ext 339 RCM to email dealer.</p>						
JANSSEL	08/06/2009 05:12:42 PM	E-Mail To Brent-SM; Robert-SA				
<p>Dear Brent and Robert,</p> <p>Did you communicate an ETA to the customer for the part arrival? Are you planning on offering goodwill?</p> <p>Please answer the above so we are able to update our case notes. Thank you, Lisa RCM to wait dealer 405063 email.</p>						
MANNAE	08/10/2009 01:23:33 PM	Call To Brent		405063		
<p>SA states customer is happier as they got him into another rental, no GW has been offered, will review for lease payment with SM once vehicle is repaired. CA to reassign for handling.</p>						
MANNAE	08/10/2009 01:24:30 PM	Assigned To MANNAE				
<p>CO to call customer.</p>						
ABDULAM	08/11/2009 10:51:45 AM	Call To [REDACTED]				
<p>Message states customer is not accepting calls at this time. CO to call dealer for customer contact number.</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>
ABDULAM	08/11/2009 10:54:05 AM	Call To Jason		405063		
		Service Advisor states Customer contact number is 3 [REDACTED]. CO to call Customer.				
ABDULAM	08/11/2009 10:57:45 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]	090191589	Recovery	WVWFA71FX8V [REDACTED]			
ZIEHMEC	08/05/2009 09:48:37 AM	Note To CCC				
	RCM to e-mail dealer 405074					inquiry 405074 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
JANSSEL	08/05/2009 04:03:52 PM	E-Mail To Dave			405074	
	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: WVWFA71FX8V [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 405074 email.					
MANNAE	08/10/2009 01:30:00 PM	Call To Mike			405074	
	SA states customer has never been to there dealership and vehicle maybe at other location. CA to call dealer 405073.					
MANNAE	08/10/2009 01:34:03 PM	Call To Rob			405073	
	SA states doesn't show customer in system. CA 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>
MANNAE	08/10/2009 01:51:36 PM	Face-To-Face With Bernd				
	Customer is not showing on spreadsheet. CA to review with RCM.					
MANNAE	08/10/2009 01:52:03 PM	Face-To-Face With Lisa				
	RCM is showing 405074. CO to review and close.					
JANSSEL	08/10/2009 01:54:55 PM	Note To CCC				
	090191603	Recovery	WVWFA71F58V			
ZIEHMEC	08/05/2009 09:52:22 AM	Note To ccc				
	RCM to e-mail dealer 406528					
PABSTM	08/05/2009 10:16:31 AM	Call To vickie		406528		
	Service Advisor advised the Service Manager is still out, advised the customer is still driving their own car, no goodwill was offered. RCM to assign to CO.					
PABSTM	08/05/2009 10:28:18 AM	Assigned To ABDULAM				
	CO to call the customer.					
ABDULAM	08/05/2009 10:58:11 AM	Assigned To MANNAE				
ABDULAM	08/07/2009 01:12:12 PM	Voice Mail To				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

Inquiry 406528
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

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]	090191608	Recovery	WVWBA71F68V [REDACTED]			inquiry 407343 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:53:55 AM	Note To ccc				
RCM to e-mail dealer 407343						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/06/2009 09:45:32 AM	E-Mail To Peter		407343		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F68V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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MANNAE	08/10/2009 01:04:36 PM	Voice Mail To Kevine		407343		
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CA LMTRMC, as SM is out of office. CA/RCM 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	08/10/2009 01:59:20 PM	Return Call From Mark		407343		
						SA states part is coming in on Wednesday 8-12-09 and customer is scheduled to come in to have part installed, not in loaner. CA to reassign for handling.
MANNAE	08/10/2009 02:00:23 PM	Assigned To MANNAE				
MANNAE	08/11/2009 12:14:24 PM	Call To [REDACTED]				
						CO attempted to speak with customer and left message with Son Thomas, advised following up to apologize for any inconvenience as we were made aware by dealership 407343 that he was waiting for a mechatronics unit and if he had any questions to call us at 800-444-8982. 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]	090191612	Recovery	WVWBA71F88V [REDACTED]			inquiry 407460 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:55:07 AM	Note To ccc				
	RCM to e-mail dealer 407460					

ZIEHMEC 08/06/2009 10:32:22 AM E-Mail To Dwayne 407460

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: WVWBA71F88V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer

248-754-3577

RCM backup

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RCM to assign to CO.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/06/2009 12:31:16 PM	E-Mail From dWAYNE		407460		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]
 Model Year/Model: 2008 Eos
 VIN: WVWBA71F88V [REDACTED]

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

- 1) Is the customer in a rental or loaner? No driving vehicle.
- 2) Have you offered any goodwill? No
- 3) What part arrival time has been communicated to the customer? 08/08/09
- 4) Other pertinent information that you think we should be aware of? Vehicle is back in for inspection of an oil leak today, has not been diagnosed yet.

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

RCM backup

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ZIEHMEC	08/06/2009 12:40:14 PM	Assigned To MANNAE				
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RCM assigned to CO. CO to call customer.

ABDULAM	08/07/2009 01:21:20 PM	Voice Mail To [REDACTED]				
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CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090191622	Recovery	WVWBA71F48V [REDACTED]			inquiry 409250 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:56:49 AM	Note To ccc				
RCM to e-mail dealer 409250						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/06/2009 09:42:26 AM	E-Mail To Travis		409250		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F48V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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MANNAE	08/10/2009 12:56:51 PM	Call To Travis		409250		
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SM states car was brought in by Carmax and part came in Friday. 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>
HEARNSN	08/10/2009 01:13:51 PM	Note To CCC				
RCM reviewed case and 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]	090191624	Recovery	WVWBA71F98V [REDACTED]			inquiry 409255 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:57:11 AM	Note To ccc				
RCM to e-mail dealer 409255						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/06/2009 09:39:31 AM	E-Mail To Allen		409255		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F98V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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MANNAE	08/10/2009 01:11:05 PM	Call To Allen		409255		
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SM states will review and call CA back. CA 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	08/10/2009 01:14:08 PM	Call From Allen		409255		
	SM states part is in and scheduled to be installed Friday 8-14-09. CO to review and close.					
HEARNSN	08/10/2009 02:21:01 PM	Note To ccc				
	RCM reviewed case and 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]	090191628	Recovery	WVWBA71F38V [REDACTED]			
ZIEHMEC	08/05/2009 09:58:44 AM	Note To ccc RCM to e-mail dealer 420129				inquiry 420129 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	08/05/2009 01:52:25 PM	E-Mail To Todd Ellis			420129	
<p>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.</p> <p>Customer Name: [REDACTED] Model Year/Model: 2008 VIN: WVWBA71F38V [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 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? <p>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.</p> <p>RCM to wait Dealer 420129 e-mail.</p>						
ZEHELD	08/05/2009 03:08:50 PM	E-Mail To Todd Ellis			420129	
<ol style="list-style-type: none"> 1) Is the customer in a rental or loaner?[Todd at Emich] Loaner 2) Have you offered any goodwill?[Todd at Emich] No 3) What part arrival time has been communicated to the customer?[Todd at Emich] None yet. 4) Other pertinent information that you think we should be aware of?[Todd at Emich] Not at this time. <p>RCM to assign to outbound CO.</p>						
ZEHELD	08/05/2009 03:09:51 PM	Assigned To MANNAE CO to call Customer.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/07/2009 01:44:20 PM	Voice Mail To	██████████			
<p>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.</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>
2008 Eos 2.0L [REDACTED]	090191631	Recovery	WVWBA71F38V [REDACTED]			inquiry 422110 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:00:09 AM	Note To ccc				
RCM to e-mail dealer 422110						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/06/2009 09:54:28 AM	E-Mail To Drew		422110		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 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.

Christine Ziehmer
 248-754-3577
 RCM backup

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MANNAE	08/10/2009 03:52:46 PM	Voice Mail To Drew Davis		422110		
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CA LMTRMC. CA/RCM 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	08/11/2009 09:28:42 AM	Voice Mail From Drew Davis		422110		
		SM states vehicle repairs have been completed and customer will be picking up vehicle. CO to review and close.				
ZEHELD	08/11/2009 11:54:09 AM	Note To ccc				
		RCM reviewed and closed. 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]	090191639	Recovery	WVWBA71F48V [REDACTED]			
ZIEHMEC	08/05/2009 10:01:12 AM	Note To ccc RCM to e-mail dealer 422116				inquiry 422116 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 08/06/2009 09:49:59 AM E-Mail To Jay 422116

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: WVWBA71F48V [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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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>
ZIEHMEC	08/06/2009 01:03:43 PM	E-Mail From Jay		422116		She is driving her car at the moment; she was told that there is a solution for her concern but the part needed to repair it; is on back order to Germany and it may take 2 to 3 weeks to arrive. We have not yet offered any goodwill but will probably do so when the part arrives and the vehicle is repaired. RCM to assign to CO.
ZIEHMEC	08/06/2009 01:05:07 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer.
ABDULAM	08/07/2009 02:01:58 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]	090191656	Recovery	WVWBA71F88V [REDACTED]			inquiry 422600
ZIEHMEC	08/05/2009 10:04:55 AM	Note To ccc				Pr. Part: 3885-Mechatronics
		RCM to e-mail dealer				Pr. Rsn: 55J Outbound

ZEHELD 08/05/2009 01:39:03 PM E-Mail To Jeff Kammeier 422600

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: WVWBA71F88V [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 422600 e-mail.

MANNNAE 08/10/2009 03:31:58 PM Voice Mail To Jeff 422600

CA LMTRMC. CA/RCM to wait dealer call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	08/10/2009 04:30:32 PM	E-Mail From Jeff Kammeier		422600		<p>Customer is in a rental car No goodwill has been offered No talk to the customer regarding when part will be here We have been in contact with the customer for updates But no release yet on the part</p> <p>Customer is ok</p> <p>Customer is on our waiting list for a loaner car</p> <p>Jeff Kammeier RCM to assign to point of contact</p>
CONLINR	08/10/2009 04:30:51 PM	Assigned To MANNAE				CO to review
MANNAE	08/11/2009 01:43:28 PM	Call To Jeff		422600		CO Left message inquiring if SM can go through enterprise to set customer up in a loaner vehicle, also advised may advise RCM to update case if that was easier. CO to wait dealer call.
MANNAE	08/11/2009 01:48:32 PM	Call From Jeff		422600		SM states customer is in an enterprise rental, will put in dealership rental when one becomes available to take away rental cost. CO to call customer.
MANNAE	08/11/2009 01:51:56 PM	Call To [REDACTED]				CO attempted to call home number and line busy, business number is not in service. CO to call customer.
ABDULAM	08/11/2009 02:03:42 PM	Note To ccc				Customer home line is busy and business line is inoperable. CO to call dealer for contact number.

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