

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MONTERB	04/07/2008 10:21:23 AM	E-Mail From Bob Martin				
<p>HI Mark,</p> <p>I have a Buyback Vehicle at New Century Volkswagen. VIN WVWFV71K08W [REDACTED]</p> <p>Concern is Transmission will shift into Neutral while driving without warning. Dealer has duplicated concern once but is at a loss to determine cause. Any way you can look at this?</p> <p>Let me know and I will make the arrangements to get this to you.</p> <p>Best regards,</p> <p>Bob Martin</p>						
MONTERB	04/07/2008 02:38:48 PM	E-Mail To Mike Ruhle		422595		
<p>Hi Mike,</p> <p>Just following up to see if this closing was completed on Saturday as scheduled and to see if everything went ok on it.</p> <p>Benedetto Monterosso</p>						
MONTERB	04/08/2008 04:57:56 PM	E-Mail From Bob Martin				
<p>Hi Ben,</p> <p>This vehicle is now at the Westlake Technical Center.</p> <p>Best regards,</p> <p>Bob Martin</p>						

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

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SINKAM	04/09/2008 02:29:00 PM	Assigned To SINKAM				
SINKAM	04/18/2008 12:52:00 PM	Attached Mail From MIKE RUHL				
		Rcvd title app, dlr fees request of \$2166.56, vcr, title fee \$227.00, soc, vessel.				
MONTERB	04/18/2008 03:31:52 PM	E-Mail To SOC				
MONTERB	04/18/2008 03:35:38 PM	E-Mail To Warranty start date				
		Hello:				
		Please put VIN WVWFV71KX8W [REDACTED] into service as of 4/4/2008.				
		Customer [REDACTED]				
		Los Angeles, CA [REDACTED]				
		Benedetto Monterosso				
CARDONN	04/21/2008 09:30:50 AM	Face-To-Face With Catherine Colvin				
		Reviewed and approved rental reimb to dealer per QTM request. MRC to req EFT to dealer.				
MONTERB	04/21/2008 10:42:40 AM	Approved By Dealer reimbursement				
		WVWFV71K08W [REDACTED] Dealer reimbursement for customer rental fees and Title/Reg fees for replacement vehicle.				
MONTERB	04/24/2008 03:45:19 PM	Attached Mail From EMMA BRIDGES				
		Title				

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MONTERB	04/24/2008 03:45:39 PM	Assigned To SINKAM				
CR_BATCH	04/25/2008 04:00:24 AM	Note To MONTERB EFT for amount \$ 2393.56 processed on 04/24/2008. AP reference number: 00016388				
MONTERB	04/28/2008 02:15:35 PM	Mail To CA DMV title for branding				
SINKAM	05/01/2008 09:05:30 AM	E-Mail To Mark seeking update				
SINKAM	05/05/2008 10:00:19 AM	E-Mail For Mark Repair has been made, we are doing final QC				
SINKAM	05/14/2008 07:04:39 AM	Attached Mail From CA DMV Rcvd branded title				
SINKAM	05/27/2008 08:19:52 AM	Final Repair Order (M/A only) From M				
SINKAM	05/27/2008 08:20:59 AM	Assigned To MONTERB				
MONTERB	05/27/2008 11:18:22 AM	Vehicle To CB Auction Assignment				

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MONTERB	05/27/2008 11:26:20 AM	Note To RVDS				
		RO 527				
		1,668				
		Transmission display lights up, vehicle does not move				
		Temp sensor defective				
		Replaced mechatronics unit				
MONTERB	05/27/2008 11:46:46 AM	Vehicle To btm				
MONTERB	05/27/2008 11:51:47 AM	Assigned To CARDONN				
		Disclosure completed.				
CARDONN	05/27/2008 12:11:32 PM	Disclosure (M/A Only) To VCI				
		Reviewed disclosure and sent to auction.				
BENTLES	05/27/2008 04:54:52 PM	Note To ccc				
		Scanned File in Doc Center.				

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2008 New GTI 2.0T [REDACTED]	080215568	Customer Relations	WVWHV71K28W [REDACTED]	8,400		Complaint 426031 Pr. Part: 3735-Automatic transmission Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
ALEXANLA	06/03/2008 05:20:41 PM	Call From [REDACTED]				Complaint 426031 Part: 3735-Automatic transmission Rsn: T03 Auto/Hybrid - Slips/shifts erratically
<p>Customer states that he has a concern with the transmission; states in stop and go traffic the vehicle will slam into first gear; states vehicle is now at Dealer 426031; states dealer ordered a part and it has been 2 weeks and the part has not yet arrived; states dealer advised that the part is not being released from Germany; states dealer advised that part should be in next Tuesday but Customer states that dealer has been saying part will be in the next week but never is. CO advised Customer that CO can contact dealer for the part order information and forward that to the VW parts department to track part internally to obtain an ETA; advised VW can not control how long it may take for the part to arrive but VW can track the part; advised will like to see if part does arrive on next estimated time frame that dealer provided; advised will follow up by COB Friday 6/13. Customer acknowledged. CO to e-mail Part Manager.</p>						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment

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ALEXANLA	06/03/2008 05:27:32 PM	E-Mail To Joe Cuevas		426031		

***** Email to joeparts@sbcglobal.net; *****

ACTION REQUIRED: [REDACTED] - Back Ordered Part(s)

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

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWHV71K28W [REDACTED]

Requested Information

Part Number:

Sales Document Number:

Order Date:

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

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

Thank you in advance for your consideration.

LaTonya Alexander
(248) 754-3522

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

CO to wait Part Manager e-mail.

ALEXANLA 06/05/2008 09:44:01 AM E-Mail From Joe 426031

e-mail sent yesterday 6/4

VW Parts in LA has an incident # on file for us on this part please give them a call, the incident # is 113125, they also said the is VIP MATERIAL and only for this vehicle.

CO to review.

ALEXANLA 06/05/2008 09:53:06 AM Note To CCC

e-mails forwarded to CO yesterday 6/4 from unknown associate Edward Groth.
I don't see that it was ordered car-down.

From: Groth, Edward
Sent: Wednesday, 04 June, 2008 15:09
To: vieyra420@sbcglobal.net
Cc: Joe Cuevas; Robert Apponte (vwserviceguru@yahoo.com)
Subject: RE: ACTION REQUIRED: [REDACTED] - VW - DEALER EMAIL - Back Ordered Parts

Pep: What did the parts expediter tell you?

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ALEXANLA	06/05/2008 09:54:48 AM	Voice Mail From Joe		426031		VMM left for CO yesterday 6/4 at 11:15 am . Part Manager states calling CO back in regards to e-mail sent in regards to Customer. Part Manager states the part that dealer is looking for is a vehicle specific type item; states part is the electronics control system for the automatic transmission and is VIN specific; states placed a car down red order on the part; states are none anywhere in the country; states checked with DTD and parts voice; states is not a part that is commonly replaced; states is specific to this particular vehicle; states the document number to VW is 1004675097; states cell number is [REDACTED] states CO can call back if needed. CO to call Part Manager.
ALEXANLA	06/05/2008 11:47:48 AM	Call To Joe		426031		CO states calling to get clarification on Part Manager VMM. Part Manager states that everything is getting resolved with Customer part; states he has been in contact with his District Manager Edward Croth; states has contacted the LAPDC and spoke with Nick; states incident number is 113125; states Nick called this morning and advised that his e-mail to Germany stated that Germany did receive shipment of the part and part should arrive within 10-12 working days; states this update was as of this morning. Part Manager states that the vehicle has been at dealer as well as the part was ordered on 5/21. CO acknowledged and advised Part Manager that 12 business days from today will be Friday 6/20; advised that CO will follow up with Customer and follow back up with Part Manager by that time. Part Manager acknowledged and states that he will call CO back if any new information comes up. CO acknowledged. CO to call Customer.
ALEXANLA	06/05/2008 12:26:06 PM	Voice Mail To [REDACTED]				CO LVMM advising Customer of the last update CO received from Part Manager in previous notes; advised that CO will not be following back up with Customer on 6/13 but instead CO will follow back up with Customer on Friday 6/20; advised if there is an update sooner then CO will call sooner. CO to follow up with both Part Manager and Customer on Friday 6/20.
POWELLS	06/12/2008 07:12:51 PM	Note To CCC				Case reviewed
ALEXANLA	06/20/2008 11:10:00 AM	Call To Joe		426031		CO states seeking to know if part ever arrived at dealer. Part Manager states yes part arrived and vehicle was repaired last week. CO acknowledged and seeking to have the service department. Part Manager acknowledged. CO to continue with service.
ALEXANLA	06/20/2008 11:12:49 AM	Continued Comment With Holly		426031		CO states seeking to know when was vehicle repairs completed. Service Advisor states that repairs were completed, Customer picked vehicle up, and the Repair Order was closed on Tuesday 6/10. CO acknowledged. CO to review with Level 2.

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MENCHAR	06/20/2008 11:14:51 AM	Call From Latonya				
		RC advised associate we will make a vehicle payment as a GW gesture due to the inconvenience of the vehicle downtime. Payment not to exceed 600.00.				
ALEXANLA	06/20/2008 12:14:01 PM	Voice Mail To [REDACTED]				
		CO LVMM advising Customer of the update on the vehicle information and repairs received from dealer in previous notes; advised that Customer can call CCC back to confirm information and advise if vehicle repairs are satisfactory; advised that because of Customer inconvenience and downtime without vehicle VW will like to offer a vehicle payment not to exceed \$600; advised Customer will need to either mail or fax in a copy of vehicle payment invoice to process; advised of the VW mailing address and fax number 6504; advised to put documents to the attention of case reference number; advised that Customer will still need to make monthly payments as normal as CO would not be certain as to which month payment would be applied to but once payment credit has been applied then it will reflect in Customers statement; advised Customer can call CCC back if he needs to confirm any of the information that CO has left on VMM. No further action pending Customer call back, mail, or fax.				
BENSONE	07/01/2008 08:40:19 AM	[REDACTED]				
BENSONE	07/01/2008 08:44:04 AM	Assigned To ccc				
		Mail in doc center				
MORITZD	07/01/2008 09:15:51 AM	Assigned To MORITZD				
MORITZD	07/01/2008 11:01:52 AM	Note To CCC				
		RC received statement from Bank of America regarding vehicle payment. Total:\$439.43				
CR_BATCH	07/05/2008 04:00:38 AM	Note To MORITZD				
		Check # 70901533 for amount \$ 439.43 mailed on 07/04/2008				

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2008 New GTI 2.0T

██████████ 080241783 Customer Relations WVWFD71K48W ██████████ 100

SRBINOC 06/30/2008 05:46:15 PM Call From ██████████

Customer states the following: Original owner; Customer purchased vehicle; Working with dealer 408055, Service Manager's name is Dominick; Vehicle is currently down; Vehicle location-dealership; Vehicle has been down for three weeks today 6/30/2008 going onto four; Working with Dave; Vehicle concern/symptoms are the transmission had died.; the part is ordered and coming from Germany; dealer had stated it would only take one week and now its taking longer. Customer is seeking/expecting a vehicle payment made for the month of July due to not having the car for almost a month and had just bought it; the fourth day they owned the vehicle is when the transmission had died. CO advised: can look into request for a payment made on vehicle; follow up with customer by COB Wednesday 7/2/2008. CO to contact dealer.

Complaint 408055
 Pr. Part: 3735-Automatic transmission
 Pr. Rsn: 10T Unusual transmission noises

Complaint 408055
 Part: LEAS-LEASE AND LOAN PAYMENT
 Rsn: 10T Unusual transmission noises

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SRBINOC	06/30/2008 05:54:06 PM	E-Mail To Dominick Depergola		408055		

***** Email to ddepergola@langanvw.com; *****

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

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

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFD71K48W [REDACTED]

What customer is seeking? [REDACTED] contacted the Customer CARE Center regarding her repair on her vehicle. She is also seeking to know when the vehicle will be fixed. [REDACTED] is looking for assistance with a payment on the vehicle.

What is the current status of the vehicle, and on the part that is being ordered for the vehicle?

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

Thank you in advance for your consideration.

Christina Srbinovski
(248) 754-3436

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

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SRBINOC	07/02/2008 10:27:21 AM	Call To Dominick		408055		
	CO advised: have not received a reply on email; needing an update on vehicle. Service Manager advised: that they had ordered everything on the 16th of June; ten screws were ordered they had came in on the 6/25/2008; filter came in on the 6/18/2008; the module called the mechatron is the shifting control unit is supposed to be coming 7/16/2008 they had received and update this morning that it could possibly come 7/7/2008; Part # 02E 325 025 AD ZDA; Sales Doc# 1004746167; Order Type Red; if need anything else to give dealer a call. CO to contact Level 2.					
MORITZD	07/02/2008 04:49:35 PM	Call From Chrstina				
	RC advised to follow up to assure vehicle is repaired before the idea of compensation is visited. Please escalate to Level 2 once completed as Customer is seeking a vehicle payment.					
SRBINOC	07/02/2008 05:07:27 PM	Call To [REDACTED]				
	CO advised: we are researching and looking into request for payment; we want to make sure vehicle is repaired. Customer states: should I make a payment on the vehicle. CO advised: to make payment so there are no interruptions due to we don't have information. Customer states: is very upset with this vehicle and knows VW has good background but this is making him think twice; does he want to keep this vehicle?; if he does not have the vehicle by end of the month he does not want it; feels like he is getting the runaround and dealer is not even calling him. CO advised: will contact customer with any information regarding his vehicle as soon as I know; if any questions to contact CCC. CO to research.					
SRBINOC	07/03/2008 10:32:00 AM	Face-To-Face With Tony				
	Put in the notes late. CO to contact Level 2.					
SCAVARA	07/03/2008 03:10:56 PM	Note To ccc				
	Case reviewed. No follow up set.					
SRBINOC	07/03/2008 03:13:34 PM	Note To CCC				
	CO advised: CUST of ETA on 7/2. Follow up date is 7/72008 with dealer and customer.					

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SRBINOC	07/07/2008 12:44:24 PM	Call To Doug-New SM		408055		
	CO advised: calling in regards to the part that is supposed to be in today; provided contact number. Service Manager advised: will have to contact CO back no one is available at parts department at time. CO to wait dealer call.					
SRBINOC	07/07/2008 02:09:38 PM	Voice Mail From Doug		408055		
	Service Manager advised: that part had come in on late Thursday night 7/3/2008; vehicle was being put in shop shortly but the vehicle will not be completed today. CO to call dealer.					
SRBINOC	07/07/2008 02:45:36 PM	Call To Doug		408055		
	CO advised: got message and calling back. Service Manager advised: that the part did come in late on Thursday and the vehicle is being currently worked on; won't be done today hoping for tomorrow. CO to call customer.					
SRBINOC	07/07/2008 03:11:24 PM	Voice Mail To [REDACTED]				
	CO LVMM regarding that CO spoke with Service Manager and that the part has come in for the vehicle and is currently being worked on; the vehicle could possibly be done by tomorrow; any questions to contact CCC; CO will follow up with customer regarding his request by COB Wednesday 7/9/2008. CO to research.					
SRBINOC	07/09/2008 09:43:55 AM	Voice Mail From Doug		408055		
	Service Manager advised: that mechatronic is all set and contacting customer to pick up vehicle yesterday 7/8/2008. CO to contact dealer.					
SRBINOC	07/09/2008 12:12:31 PM	Call To Doug		408055		
	CO advised: calling back in regards to voicemail left. Service Manager advised: that vehicle was picked up yesterday; washed and vacuumed; road tested the vehicle; car ran flawless and was spotless. CO to contact Level 2.					
SRBINOC	07/09/2008 12:20:56 PM	Face-To-Face To Jim				
	TA advised: to get number of days down and then go to Level 2. CO to call dealer.					

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SRBINOC	07/09/2008 12:23:06 PM	Call To Doug		408055		
						CO advised: need number of days down for the vehicle. Service Manager advised: that the vehicle was down for 25 days down for the repair on vehicle. CO to contact Level 2.
MENCHAR	07/09/2008 03:26:32 PM	Call From Christina				
						RC advised associate due to the vehicle concerns we will offer customer two vehicle payments not to exceed 1000.00 total for both payments as a GW gesture.
SRBINOC	07/09/2008 03:31:05 PM	Note To CCC				
						CO to call customer.
SRBINOC	07/09/2008 05:30:56 PM	Call To [REDACTED]				
						CO advised: that VW will make two vehicle payments not to exceed \$1,000; provided fax number and reference number to send a copy of vehicle payment statement and it does take a couple of days or so for CCC to get the statement information; once the paperwork is in it does take about 30 days to reflect on the payments being made; to keep making payments like how normally he would and it will reflect on his statements of the payments made from CCC. Customer states: is very happy and thankful that VW could assist in that way; as soon as he gets the payment statement he will fax over to CCC. Pending customer vehicle payment statement fax. No further action.
ARMITAR	07/16/2008 05:59:24 PM	FAX From [REDACTED]				
						Fax in doc center.
ARMITAR	07/16/2008 05:59:56 PM	Assigned To BOSLEYJ				
ARMITAR	07/21/2008 10:28:53 AM	Assigned To CCC				

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PETERSG	07/21/2008 10:46:30 AM	Note To ccc				
	RC generated the following EFT: "850471815, WVWFD71K48W [REDACTED] [REDACTED] VW to EFT two vehicle payments to VCI on the customer's behalf due to down time. Total = \$773.02"					
CR_BATCH	07/26/2008 04:00:46 AM	Note To PETERSG				
	Amount for \$ 773.02 was Posted on 07/25/2008. AP reference number: 40048243					

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2008 New GTI 2.0T [REDACTED]	080272748	Customer Relations	WVWHV71K18W [REDACTED]	1,600		
BRISBOA	07/31/2008 01:03:01 PM	Call From [REDACTED]				
	Customer states while driving on the interstate the vehicle cut off; was informed by the dealer that the transmission and the ECM needs to be replaced; Transmission on backorder. CO to email dealer.					Inquiry 407325 Pr. Part: 3735-Automatic transmission Pr. Rsn: 38Q Backorder
BRISBOA	07/31/2008 01:09:07 PM	Assigned To southern				
	Customer would like to have warranty ext or get into a new vehicle. Transmission/ECM need replacing.					Complaint 407325 Part: 3735-Automatic transmission Rsn: T05 Auto/Hybrid - Shifts up/down too often
PRENTIM	07/31/2008 01:23:05 PM	Assigned To BRISBOA				
	Please refer to Level 2 escalation guidelines. Level 2 does not call customer unless customer claims damage to personal belongings or injury caused by part failure. Please follow up with SM for diagnosis and time of repair and document customer's request. Due to catastrophic failure occurring within 12/12, RC will review with FOM once RC knows customer request and approximate repair time.					
BRISBOA	07/31/2008 01:28:15 PM	Note To ccc				
	Because of nature of concern. CO to call dealer.					
BRISBOA	07/31/2008 01:30:31 PM	Call To Robet		407325		
	CO advised of current diagnosis. Service Manager states that transmission needs to be replaced and ECM needs to be recoded. CO to contact level 2.					
MENCHAR	07/31/2008 02:25:20 PM	Call From Aleda				
	RC asked associate to escalate the case to level 2 for review with the FOM, in light of the transmission needing to be replaced.					
BRISBOA	07/31/2008 02:26:15 PM	Assigned To Southern				
	Customer vehicle needs transmission replaced.					

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PRENTIM	07/31/2008 02:57:07 PM	Assigned To PRENTIM				
						RC to call FOM to discuss. Transmission and ECM need to be replaced and customer is looking for warranty extension or new vehicle.
PRENTIM	07/31/2008 03:05:11 PM	E-Mail To Jim Stewart				
						RC asked for FOM to review based on transmission failure.
PRENTIM	08/01/2008 08:18:19 AM	E-Mail From Jim Stewart				
						This car has only been out of service a couple days at this point. I would advise the customer that we will be replacing the complete transmission instead of repairing it. (Internal: It is possible that we will not fix this car in a timely manner, the transmission is on backorder. I would not offer anything at this point until we see where it goes.) Please advise customer that we will review request again once vehicle is repaired for appropriate compensation.
PRENTIM	08/01/2008 08:19:41 AM	Assigned To BRISBOA				
BRISBOA	08/01/2008 04:26:58 PM	Call To [REDACTED]				
						CO called customer; No VM to leave a message. If customer calls please advise customer that we will review request again once vehicle is repaired for appropriate compensation. CO to wait customer call.
BRISBOA	08/04/2008 02:31:20 PM	Call To [REDACTED]				
						NO answer; NO voicemail to leave a message. If customer calls please advise customer that we will review request again once vehicle is repaired for appropriate compensation. CO to wait customer call.
BRISBOA	08/05/2008 02:57:09 PM	Call To [REDACTED]				
						No VM. IF/When customer calls back, please advise that we will review request again once vehicle is repaired for appropriate compensation. No further action.
JONESTR	08/07/2008 03:00:16 PM	Call From [REDACTED]				
						Customer called seeking to speak with CO. CA to call direct line.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
JONESTR	08/07/2008 03:10:56 PM	Face-To-Face With Aleda				CO going to meeting. CA to return owner.
JONESTR	08/07/2008 03:11:37 PM	Return To [REDACTED]				CA advised customer CO is away from her desk, however I will be able to assist customer. Customer states seeking update as this is a new vehicle and he has not heard from anyone on VW side and this vehicle is not a month old, customer states at this point he has contacted JD power and does not even want he vehicle because of safety issues, and treatment received. CA apologized and advised customer CO attempted to contact customer on Monday and Tuesday. Customer states have VM on home phone. Customer seeking to know what VW is going to due to address this concern. CA advised customer at this time we would like to allow the vehicle repairs to be completed before we look into any compensation request to ensure vehicle concerns are addressed. Customer states vehicle is still at dealer 407235 and part is not available for repairs and he is going out of the country on vacation. Customer states dealer 407235 will not be able to contact him on his cell. Customer seeking to know if we can follow-up to ensure vehicle repairs are being addressed once part arrives. Customer states dealer 407235 advised part should be available on Tuesday 08/12/08. CA advised customer we will follow-up to ensure part has come in, and once in repairs have started, and once complete again we can look into some form of compensation. Customer states will allow repairs to be complete, and he will touch basis with CCC, once he return from out of the country. CO to follow with dealer 08/12/08.
BRISBOA	08/12/2008 03:44:44 PM	Call To Greg		407325		CO advised if part is in. Service Advisor states part came in today; Has tried to notify customer. CO advised customer out of country. Service Advisor states vehicle should be repaired by COB tomorrow. CO to call customer
BRISBOA	08/12/2008 04:23:52 PM	Note To CCC				CO attempted to call all contact numbers for customer, no vm on either. Part has come in and vehicle will be repaired by COB tomorrow.
BRISBOA	08/13/2008 03:35:09 PM	Call To Laura- receptionist				CO advised customer that transmission is in, vehicle will be repaired. Customer states that owner is out of country until 8/26. Provided 800# to contact CCC when return. No further action pending 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>
YOUNGLI	08/20/2008 10:27:29 AM	Call From	[REDACTED]			Customer stated; he is calling to get an update; already knows that the transmission is in; vehicle is being repaired; the vehicle is ready to be picked up; wants to know weather he should pick the vehicle up or not; he is still seeking to have the vehicle taken back; an extension on his warranty; to be compensated for being with out his vehicle; all of this time; while making car payments; does not feel that the vehicle is safe; his wife was going 70 miles per hour; with a truck behind her; when the transmission jammed; do not feel good about his wife driving the vehicle; what if his teenage daughter had been driving; she would not have known what to do; someone could have been killed; he is going to pick his vehicle up; he wants to have action. CA advised; Transmission is in; vehicle is being repaired; take customer concerns very seriously; what are you seeking; cannot tell Customer whether they should pick their vehicle up or not; that would be up to the Customer; will note that Customer is seeking further assistance; will request for CO to research and get back with Customer by 8/22. CO to research.
DEVOIDD	08/20/2008 01:53:43 PM	Call From	[REDACTED]			Customer states the following; vehicle is ready; Customer is waiting on VW to respond in regards to extending the warranty. Customer states is seeking to possibly return vehicle. Customer states will not pick up vehicle until satisfied. Customer states; transmission gave out and almost caused a near fatal accident; Customer(s) legal counsel advised not to pick up vehicle until satisfied. Customer states is seeking a monetary check for troubles. CA advised Customer, CA could not guarantee VW would be able to meet Customer request for assistance but CO would research request and follow up with Customer COB 8/22/08. CO to research.
PETERSG	08/20/2008 02:04:48 PM	Call From Aleda				CO states the customer wants VW to get her out of this vehicle. RC asked CO to escalate for RC to research again, as the customer experienced a catastrophic failure where the transmission needs replacement within the first month of ownership.
BRISBOA	08/20/2008 02:20:07 PM	Assigned To Southern				Please research the customer request to get out of this vehicle.
PRENTIM	08/20/2008 02:40:54 PM	Call From Jim Stewart				FOM is aware of this vehicle. FOM advised that first transmission came and it was dropped off the truck and damaged so now Dealer has had to order a 2nd one and vehicle has been out of service for 18-20 days. FOM is going to work with Service Manager to determine an offer. CO can advise customer that his case has been escalated to field and that he should stay in touch with Service Manager with regards to next steps and reviewing his request. (RC followed up with email to FOM with information so he can follow up with 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>
PRENTIM	08/20/2008 02:43:51 PM	Assigned To	BRISBOA			
BRISBOA	08/20/2008 05:09:04 PM	Call To	[REDACTED]			
		CO advised customer that his case has been escalated to field and that he should stay in touch with Service Manager with regards to next steps and reviewing his request. Customer states he will follow up with Service Manager on tomorrow. No further action.				
PRENTIM	08/27/2008 02:31:27 PM	Call From	Jim Stewart			
		FOM advised he offered customer 12/12 warranty extension on NVLW. FOM asked RC to send customer letter verifying this. RC advised can send letter but cannot submit into SAGA. FOM understood. RC generated letter and closed case.				

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VOLKSWAGEN OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 New GTI 2.0T [REDACTED]	080351958	Mediation/Arbitration	WVWFV71K18W [REDACTED]	17,229		Unknown 407201 Pr. Part: 3735-Automatic transmission Pr. Rsn: 56E Hesitation
GELFUSB	10/21/2008 07:59:10 AM	Attached Mail From [REDACTED]				
	Rec'd final opportunity to repair notice from owner. Listed concerns as trans hesitation that forces you forward and TPMS. Per prev case veh was in well over 30 days, we flew in 2 engineers from CA and QTM involved.					
GELFUSB	10/21/2008 08:03:36 AM	E-Mail To Jim Thompson				
	Jim, I received a notice to manufacturer for final repair from [REDACTED], VIN WVWFV71K18W [REDACTED] Ir 407201. I reviewed the prev notes and it looks like this customer has been out of their vehicle over 40 days within the first 8 months of service. Can you share any info you have on this one?					
GELFUSB	10/23/2008 09:28:40 AM	Call To Pete		407201		
	Left msg with operator to RMC.					
GELFUSB	10/24/2008 02:36:52 PM	Call To Trista		407201		
	The veh came in for a surge and they replaced the mechatronics, came back for same issue and they replaced the trans. The cust drove for a few more weeks and came back in. Jan Alvarez from Prod Support came and drove the vehicle and other drove veh, determined that cust drives the vehicle hard and the veh is reacting normally based on the type of driving habit the customer has. She will call me back with days out of service.					
GELFUSB	10/24/2008 03:32:10 PM	Call To Trista		407201		
	She went over the days down, the cust drove the veh during some of the days that the ROs were open because he did work there and the veh was drivable, however, it was down from 8/6-8/28 because airbag parts were on b/o. All totalling she thinks there are about 41 days down.					

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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>
GELFUSB	10/24/2008 03:33:36 PM	Call To [REDACTED]				<p>Asked if he is having diff issue than when prod support drove his veh, he does not know how the person from prod support can determine that he was driving aggressively when he had just had the trans replaced. Advised that we can still have the FOM drive the vehicle, but cautioned that the prod support engineer knows more about the trans than the FOM does. But since cust is questioning things, offered to have FOM drive veh. Advised that FOM will be at the dlr on 10/31, advised I would call him with time next week.</p>
GELFUSB	10/24/2008 04:01:42 PM	E-Mail To Jim Thompson				<p>Jim, I emailed you about [REDACTED] and his GTI. I talked to Trista at the dealer and the owner. Please call me on Monday. Thanks!!</p>
GELFUSB	10/28/2008 03:09:12 PM	Call To Jim Thompson				<p>He would like to see if the cust can go to a different dealership, also he will be out of town for vacation and then SOR meeting starting next week.</p>
GELFUSB	10/28/2008 03:16:04 PM	Call To [REDACTED]				<p>He will go to Gossett, advised him that I can use the shop foreman and service manager to determine if there is a current issue. Advised him to contact Dan Stone to set up.</p>
GELFUSB	10/28/2008 03:16:54 PM	Call To Dan Stone		407208		<p>Gave him all the custs info, he will call me once the appoint is set up.</p>
GELFUSB	11/03/2008 09:37:37 AM	E-Mail To Dan Stone		407208		<p>Dan, Did Mr. Hesse set up an appointment yet?</p>
GELFUSB	11/05/2008 02:44:53 PM	E-Mail From Dan Stone		407201		<p>As of today he has not made an appointment.</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>
GELFUSB	11/11/2008 11:33:54 AM	Call From Dan Stone		407208		
	The called and set up appoint for 11/17, he will test drive with shop foreman, but advised Dan that he may not be able to get it to act up. States that his issues are stalling and TPMS. Stalling is new to me, will wait to see what happens. Cust also mentioned the trans shift issue.					
GELFUSB	11/17/2008 02:54:11 PM	Voice Mail To Dan Stone		407201		
	Left msg to rmc.					
GELFUSB	11/18/2008 03:05:23 PM	Call From Dan Stone		407208		
	They found a definate problem with the vehicle, the veh had the MIL and TPMS light on. TPMS was due to tires needing adjustment, but the MIL was due to a fuel pressure sensor. Veh was running really rought, this was not the issue with the slight hesitation between gears. Before they looked at the dlr they spent some time talking to the cust, he is well aware of the situation with the DSG and how that is supposed to work, that was not his concern. Shop foreman was surprised at how badly this vehicle actually ran. He also states that he really loves his vehicle, just wants it to drive properly. Dan will call me after he spks with the owner.					
GELFUSB	11/18/2008 03:24:01 PM	Note From BG				
	Closing this case, rec'd atty demand.					

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2008 New GTI 2.0T [REDACTED]	080359212	Customer Relations	WVWHV71K78W [REDACTED]	6,000		inquiry 407208 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
PETERSG	10/29/2008 11:35:51 AM	Call From Jim Thompson				
FOM states the customer is an attorney and is he asking for a buy back. FOM noted that the customer complained of a shifting concern. FOM states that the dealer installed a mechatronics unit on the customer's vehicle to address the alleged symptoms. FOM states the customer is still complaining that the vehicle is exhibiting the same condition as before the repair. FOM confirmed that the condition the customer is complaining about is a characteristic of the vehicle and no further repairs will be made to attempt to resolve it. FOM noted that at this time, VW will continue to work per the terms of the warranty to address manufacturing shortcomings. RC advised that CCC will support the decision.						
NOTE: FOM noted that if this case goes to Med-Arb, he would like to be contacted directly by the Med-Arb associate to explain further.						
DEVOIDD	10/29/2008 01:51:35 PM	Call From [REDACTED]				
Customer states is seeking to get the information to file for lemon law. Customer states the vehicle has been to Dealer 3 times for the same concerns and has not been corrected; the Dealer has replaced the entire engine. CA advised Customer, as it is a legal matter Customer would need to refer to the consumer protection section of his owner's manual were the details are listed there; CA did advise Customer, CA would document the concerns; CA also advised Customer, VW current obligation is to continue working within the terms of the warranty. Customer acknowledged. CO to review and close.						

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 New GTI 2.0T [REDACTED]	080363816	Mediation/Arbitration	WVWFV71K88W [REDACTED]	13,550		Unknown 409250 Pr. Part: 3735-Automatic transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
GELFUSB	11/04/2008 08:38:36 AM	Attached Mail From postlewait huggin:				
		Rec'd last chance to repair vehicle, listed issues as 4x trans harsh shifting and 2x grinding noise. Included summary for ROs, dates look incorrect, will contact dlr for dates. Veh in 4x for trans shifting harshly, dlr removed and reinstalled mechatronic 1x, other 3 times informed owner that the veh is operating as designed, VTA opened and QTM drove and found veh operating normally. Cust was also advised to replaced all 4 tires due to cupping, advised her that she should contact tire manuf for tires if she feels they are prematurely wearing.				Unknown 409250 Part: SCV1-SPECIAL CODE -CORPORATE USE ONLY Rsn: 56E Hesitation
GELFUSB	11/04/2008 09:02:08 AM	E-Mail To Kevin Norton				
		Kevin, Our friends at Postlethwait, Huggins and Morrison sent a last chance to repair letter for a customer named [REDACTED]. The issue is a harsh shifting transmission and grinding noise. It looks like the QTM test drove the vehicle and found the shifting normal and advised the owner that she should replace her 4 tires for the grinding noise. Are you familiar with this one? VIN WVWFV71K88W [REDACTED] [REDACTED]				Unknown Rsn: H22 Technical Issue (Med/Arb only)
GELFUSB	11/04/2008 03:47:52 PM	Call From Kevin Norton				
		States that Gerardo test drove the vehicle and verified that there is a surge, he said that QTM spk with the engineer in this situation and found that there is no repair the surge that is felt, it is only while the veh is warming up and only a few seconds, apparently there is an issue between the ECM and TCM. He states that her issues are probably compounded by the noise in her tires. States that these tires are bad and need to be replaced, but they are just worn. I am going to try to offer new tires and cash settlement.				

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GELFUSB	11/05/2008 01:10:22 PM	E-Mail To Cam Morrison				
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Ms. Morrison,

I received the last chance to repair demand for [REDACTED] From what I understand the shifting condition that she is experiencing is normal operation for her vehicle; there are no repairs that can be done.

I also understand that her tires need to be replaced because they are worn. This is not a factory issue.

If your client would like to keep her vehicle, we will pay for a set of tires and offer a cash settlement of \$3,000.00 for your client and \$2,500.00 for your office.

Please let me know if your client accepts this and I will send offer, if not please tell me your clients expectations.

Regards,

Bonnie Gelfusa
Volkswagen of America, Inc.

GELFUSB	11/12/2008 09:47:17 AM	E-Mail From Cam Morrison				
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Hi Bonnie-

Client took some time to get trade in values and would be willing to take a cash settlement. If you forget the new tires and she can get \$8500 cash along with the \$2500 attorney fees she would be able to accept that.

Let me know,

Cam

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GELFUSB	11/12/2008 10:25:10 AM	E-Mail To Cam Morrison				
<p>Cam,</p> <p>We can't accommodate \$11,000.00 for this settlement. I know the issue that she is having, it is a normal characteristic of this vehicle, in fact, I drove an 08 GTI here yesterday to feel what she is speaking of, and it does not substantially diminish the use, value or safety of the vehicle. I can't speak of the tire issue as that is not a manufacturing related issue, but I do know the slight bump between gears that she is talking about. That being said, because the dealer tried to repair an issue that was not a true non-conformity, we are willing to provide assistance. We will agree to \$5,000.00 to the owner and \$2,500.00 in fees, but cannot go beyond that.</p> <p>Regards,</p> <p>Bonnie</p>						
GELFUSB	11/14/2008 07:59:39 AM	E-Mail From Cam Morrison				
<p>Bonnie-</p> <p>Client is out of town until mid next week, will let you know asap thanks,cm</p>						
GELFUSB	11/20/2008 07:35:09 AM	E-Mail From Cam Morrison				
<p>Hi Bonnie-</p> <p>Client came back to town and will accept the \$5000 to client and \$2500 atty fees. Please EMAIL me release asap. Thanks for your assistance.</p> <p>Cam</p>						
GELFUSB	11/20/2008 07:39:31 AM	E-Mail To Cam Morrison				
<p>Sent offer letter for cash settlement. \$5k to owner, \$2500 to atty.</p>						
GELFUSB	11/21/2008 07:27:46 AM	Attached Mail From Cam Morrison				
<p>Rec'd signed acceptance, atty would like custs ck sent to the cust and send atty check to atty firm.</p>						
GELFUSB	11/21/2008 07:34:39 AM	Approved By BG				
<p>Req'd ck.</p>						

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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>
ANGERK	12/01/2008 02:07:17 PM	Assigned To GELFUSB				
	Check # [REDACTED]	for amount \$5,000.00 received.				
	Forwarded check to advocate for handling					
ANGERK	12/01/2008 02:07:18 PM	Assigned To GELFUSB				
	Check # [REDACTED]	for amount \$2,500.00 received.				
	Forwarded check to advocate for handling					
GELFUSB	12/02/2008 07:40:08 AM	Mail To Atty & owner				
	EON, sent atty fees ck to atty and owner check to owner per attys instructions.					
BENTLES	12/09/2008 05:54:52 PM	Note To ccc				
	Scanned File in Doc Center.					

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2008 New GTI 2.0T [REDACTED]	080372932	Customer Relations	WVWFV71K18W [REDACTED]	4,900		
BRISBOA	11/13/2008 11:19:36 AM	Call From [REDACTED]				
<p>Customer states his brand new vehicle with less than 5k miles has been in the shop for 2 weeks; He originally took it in for the tire pressure monitoring system; Told dealer 405020 of the hard shifting; Dealer kept vehicle for a couple of days; They were able to duplicate concerns with shifting hard; diagnosed as needing a new tiptronic; took vehicle home while waiting for the part; part came in damaged; need to order new part; will take another 2 weeks per dealer; feels this is unacceptable. Customer is seeking for vehicle to be replaced or part expedited; Will be contacting the BBB; a new vehicle shouldn't have these problems; want same APR got with vehicle but into another vehicle. CO advised will need to contact dealer to obtain part information; Can look into all request regarding vehicle. Customer states he is paying a monthly note on a GTI but driving a Mazda; would like a better rental. CO advised of no guarantee able to provide outcome desired; Will research request. Follow up by COB tomorrow. CO to call dealer for part information.</p>						<hr/> inquiry 405020 Pr. Part: 3435-Transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly <hr/> Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment <hr/> Praise 405020 Rsn: 85J Treatment by Personnel
BRISBOA	11/13/2008 12:13:44 PM	Call To Gary		405020		
<p>CO advised of part and sales document #. DP states part # is 000325025XZD7; Sales document is 1005165351; Part should arrive no later than monday 11/17. CO to call level 2.</p>						
BRISBOA	11/13/2008 12:14:34 PM	Note To CCC				
<p>CO saw new process for B.O parts after dealer contact. CO to call level 2.</p>						
PETERSG	11/13/2008 12:56:15 PM	Assigned To BRISBOA				
<p>(CO states the customer's vehicle will have been down 3 weeks, by the time the vehicle is repaired on Monday). RC advised that at this time, VW will continue to work per the terms of the warranty to address manufacturing shortcomings. RC advised that once the vehicle is repaired, we can assess possible compensation.</p>						
BRISBOA	11/14/2008 02:36:32 PM	Call To [REDACTED]				
<p>CO advised not able to meet expectations of replacing vehicle. Customer states he would like to be driving a loaner the same as the vehicle he is paying for. CO advised not able to offer same vehicle; Will look into compensation once vehicle is repaired. Customer states he loves vehicle and should be put in the same vehicle he is paying for. CO advised will follow up by COB on Tuesday 11/18; allowing dealer time to repair vehicle. CO to follow up.</p>						

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BRISBOA	11/14/2008 02:46:27 PM	Note To CCC				
	Case closed pending follow up date of 11/18. Part not due to come in until 11/17. No further action pending follow up.					
BRISBOA	11/18/2008 11:10:09 AM	Call To ken		405020		
	CO advised status of part. DP states part is in; hoping to have vehicle repaired by COB today. CO advised if CCC can be contacted once repairs are completed. DP states he will contact CO. Provided direct ext. CO to wait dealer call.					
BRISBOA	11/18/2008 06:17:28 PM	Call To Receptionists		405020		
	CO advised if anyone in service department available; need to know if customer picked up vehicle. DP states service department closed at 6pm; no one to look up information. CO to call customer.					
DEARB	11/18/2008 06:37:57 PM	Call From [REDACTED]				
	CA advised: wanted to touch base with customer regarding vehicle repairs. Customer states: dealer 405020 contacted him today; dealer is detailing vehicle and will drop off to customer tomorrow; customer is not looking for any compensation; customer feels that VW should provide appropriate loaner for customer vehicle; Customer also feels that VW should have a parts port in USA that has stock of parts so customers don;t have to wait multiple weeks for vehicle to be repaired. CA advised: will not recommendations. CO to review and close					
BRISBOA	11/19/2008 12:00:25 PM	Call To Alexa		405020		
	CO advised if vehicle has been picked up. SA state not yet; SA who is working with customer on lunch. CO advised could message be given to SA to contact CO once vehicle is picked up. SA states will forward message to SA. CO to research.					
PETERSG	11/19/2008 02:20:25 PM	Call From Aleda				
	RC agreed that CO may offer the customer reimbursement for one vehicle payment, due to the 2 weeks down at such low age/mileage.					
BRISBOA	11/19/2008 03:22:49 PM	Call To [REDACTED]				
	CO advised owner that VW is offering to credit VCI account one months payment for time without vehicle; Is vehicle operating properly. Customer states vehicle didn't seem right when he picked it up; test drove with tech and was told needs to warm up; Will continue to drive it; If anymore problems will deal with it until he cannot anymore. CO advised to send in a copy of payment coupon so account can be credited. Customer states everyone has given great service; the people at the dealer and CO. No further action pending customer 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>
MARASHS	11/20/2008 09:28:17 AM	FAX From [REDACTED]				
		Fax in Doc Center.				
MARASHS	11/20/2008 09:28:36 AM	Assigned To ccc				
MORITZD	11/20/2008 09:39:28 AM	Assigned To MORITZD				
MORITZD	11/24/2008 09:13:31 AM	Note To CCC				
		VCI acct # [REDACTED]. Total payment: \$140.77				
CR_BATCH	11/27/2008 04:00:41 AM	Note To MORITZD				
		Amount for \$ 140.77 was Posted on 11/26/2008. AP reference number: 40076428				

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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2008 New GTI 2.0T [REDACTED]	080390809	Customer Relations	WVWFV71K58W [REDACTED]	13,000		
LANDRYK	12/04/2008 02:28:43 PM	Call From [REDACTED]	- son			Complaint 405051 Pr. Part: 3511-Mechatronic Pr. Rsn: 75G Complaint about Offer
		Customer states: he had a problem with his DSG; the vehicle was shifting up and down erratically; he took it to Dealer 405051 and had it repaired; the problem came back the next day; it has gotten a lot worse now; yesterday as he was approaching a stop light the vehicle down shifted and slid a few feet; the vehicle is jerking back and fort when it is idling; he is not able to get a rental because he is only 19. Customer seeking: to have vehicle repaired properly. CO advised: Customer should make an appointment to have the vehicle diagnosed; can call CCC back when he has the appointment and CCC can follow up with the Dealer to make sure that they are using all of their technical resources; can inquire if Dealer has a loaner they are willing to give him. No further action pending Customer appointment.				Complaint 405051 Part: 3511-Mechatronic Rsn: T03 Auto/Hybrid - Slips/shifts erratically
JONESTR	12/05/2008 09:01:48 AM	Call From [REDACTED]	- son			Inquiry 405051 Part: 3511-Mechatronic Rsn: 36A Rental/Loaner
		Customer states was advised to contact CO back once the vehicle has been taken to service. Customer states vehicle was taken to dealer 405051 this morning, diagnosis was performed and vehicle given back. Customer states CO advised she will follow-up with dealer 405051 once request had been meet, and speak with customer. CA advised all information has been documented, and once all information is retrieved, CO will follow-up with customer by COB Monday 12/08/08. CO to research.				
LANDRYK	12/05/2008 11:44:18 AM	Call To [REDACTED]				
		CO advised: trying to reach Customer about vehicle concern; would like to leave message for Customer to return CO's call; CO will be in until 8 o'clock eastern time. Customer states: will give message to son. CO to wait Customer call.				
LANDRYK	12/05/2008 12:35:22 PM	Call From [REDACTED]				
		Customer states: took the vehicle to the Dealer this morning and test drove the vehicle with the technician; the technician was explaining to him that the DSG has different shift patterns and will adjust to his driving; Dealer told him to take the vehicle with him and they would research his concern and call him back; he went to a VW meet a few months ago and drove other VW's like his and they drove great; he is not sure he likes having the DSG in his vehicle and is wondering if VW would just put a 6 speed in the vehicle; he has lost trust in his vehicle since 2 months into ownership he is having trouble with the transmission; he had trouble with his previous VW at 80K miles with the transmission; would like to have his vehicle replaced. Customer seeking: to have vehicle replaced by VW or have vehicle repaired properly. CO advised: can research his request; it is VW's goal to work with in the terms of the warranty; is escalating to RCM; RCM will follow up with him no later than COB 12/08/2008. CO to transfer to RCM for research and follow up.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LANDRYK	12/05/2008 12:43:59 PM	Assigned To CCC				
	Please contact Dealer to find out what they are doing to address Customer concern.					
JANSSEL	12/05/2008 12:51:02 PM	Assigned To JANSSEL				
JANSSEL	12/08/2008 09:27:04 AM	Call To Frank		405051		
	RCM seeking diagnosis information for vehicle. Service Manager advised: vehicle was brought to dealer 405051 on 12/5/08, the Service Manager and fixed operations director test drove vehicle and found nothing wrong with vehicle, Customer is concerned that the vehicle is shifting hard, the vehicle is also modified, the engine controller is chipped, the shop foreman is researching the Customer's concerns, the shop foreman will be calling tech line today as well as the aftermarket company, will call Service Manager back with an update today or tomorrow, the modifications on the vehicle may be causing the concern for the Customer. RCM to call Customer. (RCM to advise will follow up no later than the close of business on Wednesday 12/10/08 with an update as RCM is still researching concerns)					
ZIEHMEC	12/08/2008 12:45:28 PM	Call To [REDACTED] (son)				
	RCM advised customer that RCM is still looking into the concerns and will follow up with him by COB Wednesday 12/10. Customer states that he does not understand why this is taking so long. RCM advised customer that if there is an update sooner, RCM will contact him back at that time. RCM to call Dealer 405051.					
JANSSEL	12/09/2008 10:16:02 AM	Call To Frank		405051		
	RCM seeking to know if the shop foreman contacted tech line and the aftermarket parts company. Service Manager advised: will research and call RCM back. RCM to wait dealer call.					
JANSSEL	12/10/2008 02:49:19 PM	Voice Mail For Frank		405051		
	RCM seeking update. RCM to wait dealer call.					
DEARB	12/10/2008 04:18:10 PM	Call To [REDACTED] (son)				
	Customer states: seeking to speak with RCM. CA advised: will attempt to transfer call to RCM; if not available customer can leave a voicemail. CA to transfer					

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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DEARB	12/10/2008 04:19:51 PM	Transfer To Lisa				CA transferred Customer to voicemail. RCM to review
JANSSEL	12/10/2008 04:35:20 PM	Voice Mail From [REDACTED]				Customer seeking update. RCM to call Customer.
JANSSEL	12/10/2008 04:36:03 PM	Call To [REDACTED] n				RCM advised: RCM has been in contact with dealer 405051 Service Manager, the dealer is currently researching the Customer's concerns by consulting our technical assistance and the aftermarket parts company, advised will follow up no later than COB on Friday 12/12/08. Customer states: vehicle is chipped, recently went to a car meet and drove other VW's that are chipped and have more horsepower, the other vehicles drove great, feels there is something wrong with the vehicle as it shifts hard. RCM advised: we depend on our dealerships as a technical resource and they are put in place to diagnosis and repair vehicles. RCM to wait dealer call.
JANSSEL	12/11/2008 01:54:14 PM	Call To Kevin		405051		RCM seeking update for Customer. Service Advisor advised: Service Manager is still researching concerns and will call RCM back. RCM to wait dealer call.

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

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JANSSEL	12/12/2008 11:24:31 AM	E-Mail To Franklin Haire		405051		

***** Email to shaire@drivereeves.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 GTI

VIN: WVWFV71K58W [REDACTED]

Reason for Inquiry: Customer brought vehicle to dealer for hard shifting concerns. Vehicle is equipped with aftermarket parts and a repair was not necessary at the time it was brought to the dealer. Customer seeking update regarding vehicle concerns.

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

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

Thank you in advance for your help.

Lisa Janssens
(248) 754-3170

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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>
JANSSEL	12/12/2008 02:59:09 PM	E-Mail From Frank		405051		
<p>Road tested vehicle and concern could not be verified. Appointment was scheduled for check of shifting concern and door lock issue on 12/10/08. Customer did not come in for appt. There were no faults stored in DSG control unit and vehicle was operating as designed. RCM to email dealer.</p>						
JANSSEL	12/12/2008 03:02:07 PM	E-Mail To Frank		405051		
<p>The customer stated that his vehicle concerns were going to be researched and his vehicle was released back to him. Did the shop foreman contact tech line and the aftermarket parts company? RCM to call Customer.</p>						
HEARNSN	12/12/2008 03:51:35 PM	Voice Mail To [REDACTED]				
<p>RCM LVMM advising customer that we are still evaluating concerns and would like to follow up on TUES, 12/16/2008 as to update to request. RCM to wait Dealer e-mail.</p>						
JANSSEL	12/15/2008 08:35:52 AM	Voice Mail From [REDACTED]				
<p>Customer LVMM. Customer states: received RCM's message regarding a follow up call next week, seeking a return call as he would like to discuss another issue. RCM to advise: still researching concerns with dealer 405051, please inquire Customer's concerns. RCM to call Customer.</p>						
JANSSEL	12/15/2008 11:15:16 AM	Voice Mail For Frank		405051		
<p>RCM seeking update. RCM to advise: still researching concerns with dealer 405051, please inquire Customer's concerns. RCM to call Customer.</p>						
JANSSEL	12/15/2008 01:46:56 PM	Voice Mail For [REDACTED]				
<p>RCM advised: returning Customer's call, still researching concerns with dealer 405051, also calling to inquire what other concern Customer has and what can RCM do to possibly assist, advised if Customer cannot call RCM back today then RCM will follow up by the close of business tomorrow. RCM to wait dealer 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>
JANSSEL	12/16/2008 08:59:32 AM	E-Mail From Frank		405051		
	The ONLY action plan at this time is to perform an adaption process of the DSG Mechatronics control unit. There have been reports of harsh and abrupt upshifts and downshifts in primarily 2008 MY GTI's equipped with the REVO software. We also have ordered the spare parts needed to repair [REDACTED] door lock concern. He should call to set an appointment to have these items addressed.. I verified that the special ordered door lock parts are in stock RCM to advise Customer to make an appointment with dealer 405051 to have the door lock concern and adaption of the DSG mechatronic control unit. RCM to call Customer.					
ZIEHMEC	12/16/2008 10:00:24 AM	Voice Mail To [REDACTED]				
	RCM advised customer to call CCC. RCM to advise: at this time the dealer will perform an adaptation process of the DSG Mechatronics control unit; he needs to set up an appointment for this and the door locks which are in. RCM to wait customers call.					
FALKENA	12/16/2008 10:33:50 AM	Call From [REDACTED]				
	Customer states/seeking to speak with RCM. CA advises can see if RCM is available, if not, Customer will go in to RCM VM. CA to call RCM.					
FALKENA	12/16/2008 10:34:10 AM	Transfer To Lisa				
	CA transferred Customer to RCM VM. RCM to call Customer.					
JANSSEL	12/16/2008 02:18:33 PM	Voice Mail From [REDACTED]				
	Customer LVMM. Customer states: vehicle is currently at dealer 405051, DP advised they would need vehicle for 15 minutes, dealer then called Customer and advised they would need vehicle until 2:00pm as someone from corporate wanted to drive vehicle, Customer is now 3 hours late to work, seeking return call. RCM to call Customer.					
JANSSEL	12/16/2008 02:50:35 PM	Call To [REDACTED]				
	RCM advised: returning Customer's call. Customer states: he is at dealer 405051 now, someone from corporate wants to look at vehicle, seeking a return call, RCM advised: will call Customer tomorrow, asked for a preferred time frame for a call back. Customer seeking a return call tomorrow before 2pm. 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>
ZIEHMEC	12/17/2008 09:25:17 AM	Call From [REDACTED] (son)				
<p>RCM advised customer that RCM is following up. Customer states: the appointment was supposed to take about 15 minuets and it turned into 4 hours; the repairs lasted about a half hour and then it happened again; some one from VW test drove the vehicle; it has been to the dealer 6 times in 6 months and 4 of the times were for this same concern; he spoke to an advocate about getting another vehicle. RCM advised customer: VW goal is to work with in the terms of the warranty and VW would need another accurate diagnosis and repair to proceed; RCM will notify the Service Manager that the concerns have returned and he would need to call CCC back once the vehicle is at a dealer. RCM to call Dealer 405051.</p>						
JANSSEL	12/17/2008 10:21:23 AM	E-Mail To Frank		405051		
<p>The Customer contacted customer care today and stated that after his dealer appointment yesterday the shifting concerns have returned. No further action, pending Customer call.</p>						
CAMPOSA	12/22/2008 08:41:34 AM	Call From [REDACTED]				
<p>Customer states: has been to dealer 405051 6 times for same concern; still having the problem with the rough shifting, the no start and the vehicle not wanting to coast uphill; last week when he went to Dealer the QTM, Service Manager and shop foreman took drives in his vehicle; the QTM made a recommendation, but it did not work; customer is 19 so he cannot rent a vehicle nor can he use the dealership's loaner vehicles; Dealer is 40 minutes from him; this is a terrible inconvenience; customer does not want to return again to Dealership; RCM advised there was a way to get out of his vehicle before filing for lemon law; customer stays that he will not be able to return to the dealer until February 2009; customer has already informed Dealer that the repairs last week did not work. Customer seeking: customer wants out of his vehicle; customer requested that RCM call him. RCM advised customer: our obligation is to repair the vehicle under the terms of the warranty; RCM is going to recommend customer return to Dealer so they can attempt to repair the vehicle. Customer advised: he will not be able to get to the dealership for a few months; wants RCM to call him so he can discuss his options. RCM to call customer.</p>						
JANSSEL	12/23/2008 11:26:05 AM	E-Mail From Frank		405051		
<p>We had the QTM involved and test drive vehicle after we performed the adaption process on this vehicle. The vehicle is operating as designed. I drove the vehicle as well and it operates as it should. RCM to call Customer.</p>						

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
JANSSEL	12/23/2008 02:00:25 PM	Call To	██████████			son

RCM advised: dealer 405051 has advised that the QTM has test drove vehicle and the adaption process has been performed, at this time vehicle is operating as designed, advised if Customer is seeking to get out of vehicle that is something we can evaluate however it is very unlikely, RCM can follow up with an update no later than COB Monday 12/29/08. Customer states: no longer has faith in vehicle, has taken vehicle to dealer 7 times for concerns, pays \$462 per month for a vehicle payment, does not like the DSG transmission at all. RCM to email dealer.

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

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JANSSEL	12/24/2008 10:13:01 AM	E-Mail To Franklin Haire		405051		

***** Email to shaire@drivereeves.com; *****
 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: WVWFV71K58W [REDACTED]

Customer alleged days down: 8 days down

Vehicle repair history:

3511 Mechatronic	10/31/2008	12,000
9025 Instrument cluster	10/27/2008	12,000
9227 Wiper blade	07/16/2008	5,000
6657 Switch for electric mirror	05/22/2008	1,000

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.

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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>
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Thank you in advance for your help.

Lisa Janssens
(248) 754-3170

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RCM to wait dealer email.

JANSSEL	12/24/2008 02:53:01 PM	Voice Mail For Frank	405051
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RCM seeking to confirm repair history, seeking total days down and repeat repairs, advised to respond to RCM's email or call RCM's back up. RCM to wait dealer call/email.

ISTIFOV	12/26/2008 09:48:15 AM	Call From Frank	405051
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Service Manager advised that he and the QTM Jim Ireland have inspected the vehicle for transmission concerns as stated by the customer however, the vehicle was found operating to specifications. Service Manager advised that the vehicle is also highly modified as the exhaust pipes are cut off. Service Manager advised that the vehicle is operating to within specifications at this time. RCM to call customer and advise.

JANSSEL	12/29/2008 11:03:07 AM	Note To CCC	
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RCM to advise: we will continue to work within the terms of the warranty, per the dealer 405051 Service Manager vehicle is operating to manufacturer's specifications at this time, RCM confirmed repair history with VDF, no contact to field necessary. 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

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JANSSEL	12/29/2008 04:08:14 PM	Call To [REDACTED]				RCM advised: dealer 405051 has advised vehicle is operating to manufacturer's specifications and no repair is needed, advised we will continue to service vehicle under the terms of the warranty and would be unable to meet his expectation of getting out of vehicle. Customer states: dissatisfied with decision, has had multiple concerns with vehicle and dealer has not made any repairs, feels the dealer only drives vehicle down the block and releases it back to Customer, seeking to speak with a Supervisor. RCM advised: a Supervisor would relay the same information, we evaluate situations on a case by case basis, advised we recommend Customer to continue to work with our dealers to address any vehicle concerns. Customer seeking Supervisor. RCM to locate Supervisor.
JANSSEL	12/29/2008 04:18:47 PM	Note To CCC				All TA/Supervisors are assisting other Customers. RCM to return to Customer.
JANSSEL	12/29/2008 04:23:40 PM	Return To [REDACTED] son				RCM advised: all Supervisors are assisting other Customer's, a Supervisor will return his call by noon tomorrow 12/30/08. RCM to assign case to a Supervisor.
JANSSEL	12/29/2008 04:24:52 PM	Assigned To LEDESMM				Please call Customer by noon tomorrow 12/30/08. Supervisor to call Customer.

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CUSTOMER COMMENT DETAIL REPORT
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LEDESMM	12/29/2008 07:36:52 PM	Call To [REDACTED]	- Son			
<p>Customer stated his is very dissatisfied with Volkswagen decision. Supervisor advised that unfortunately our diagnosis did not support an issue of manufacturers shortcoming. Customer stated Dealer 405051 verified there is a problem with his car in the past and suggested some type of reprogramming. Supervisor advised we don't deny the fact that his vehicmay have experience some intermittent performance issues in the past, but our Dealer and VW technical personnel have indicated the issues may relate to the modifications on the vehicle and not any manufacturers shortcoming as there are no fault codes present or symptoms after extensive diagnosis and test drives. Customer stated that Dealer 405051 told him that he could perform any of the modification he had done to his car and it would not affect the warranty. Customer stated that Dealer 405051 performed the modifications and bill the cost to the loan as they have a special department that modifies VW's for greater performance. Supervisor advised that any time the alteration or modification affects the performance or causes malfunction of the vehicle or other parts or components, the warranty on those parts of components is void. Customer stated Dealer 405051 provided a guaranteed that warranty will be intact and he thought it was suspicious when DP told him they won't mention to incorporate that his vehicle was chipped when he first took vehicle to Dealer with concern. DP Melissa also told him that Dealer could not find some of the previous times he went to the Dealer with this concern. Supervisor advised if Dealer sales department offered a guaranteed he should talk to the sales department on regards of his concern. Customer stated he wants at least trade assistance. Supervisor advised he needs to talk to Dealer sales department for that as well. Customer stated he wants to forward a complaint to Dealer 405051 sales department for lying to him about modifications and alterations in relation to his warranty. Customer</p>						
LEDESMM	12/29/2008 08:34:27 PM	Continued Comment To [REDACTED]	- S			
<p>Continued Comment: stated he wants to wait though until he addresses all issues with Dealer and he will call us back and let us know about the appropriate time to forward the complaint. RCM to review and close pending CUST call for complaint.</p>						
LEDESMM	12/29/2008 08:39:38 PM	Assigned To JANSSEL				
JANSSEL	12/30/2008 08:06:35 AM	Note To CCC				
<p>RCM reviewed case. No further action, pending Customer call.</p>						
YOUNGLI	12/30/2008 02:07:37 PM	Call From [REDACTED]				
<p>Customer stated; he is seeking to speak to the RCM. CA advised; can transfer customer to RCM extension, if RCM is not available, does Customer want to go to the RCM VM or would they like for CA to return to the line. Customer stated; would like for CA To return to line. CA to call the RCM.</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>
YOUNGLI	12/30/2008 02:09:59 PM	Call To Lisa Janssens				RCM is not available. CA to return to Customer.
YOUNGLI	12/30/2008 02:10:49 PM	Return To [REDACTED]				CA advised the RCM is not available, can advised for RCM to call the Customer back, before COB1/2, due to the Holiday. Customer stated; that would be fine, but would like for RCM to call the Customer back at [REDACTED] RCM to call the Customer.
JANSSEL	01/02/2009 03:17:37 PM	Voice Mail For [REDACTED]				RCM LVMM. RCM advised: returning Customer's call, advised to return call with questions or concerns. No further action, pending Customer call.
CONLINR	01/05/2009 12:03:02 PM	Call From [REDACTED]				Customer states seeking to speak with RCM. CA to call RCM
CONLINR	01/05/2009 12:03:20 PM	Transfer To LIsa				CA transferred Customer. RCM to review
CONLINR	01/05/2009 12:03:36 PM	Note To CCC				RCM advised CA to enter documentation in current case. RCM to review
JANSSEL	01/05/2009 12:08:21 PM	Continued Comment With [REDACTED]				Customer states: his son has been working with dealer 405051 and communicating with CCC, not satisfied with vehicle or dealer, the vehicle drove differently when vehicle was first purchased, the dealer advised his son that they will no longer work on vehicle because of the chipped engine, the chip was installed by the dealer who advised it would not void the warranty, would like the shifting corrected. RCM advised: will document concerns, RCM was not aware that the dealer advised they will not work on vehicle, advised RCM has been following up with the dealer Service Manager when the vehicle was at the dealer for service, we have involved one of our technical field representatives who advised vehicle is operating within manufacturer's specifications and no repair is needed, advised RCM will follow up with Customer by COB on Wednesday 1/7/09. RCM to call dealer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
JANSSEL	01/05/2009 12:13:32 PM	Voice Mail For Frank		405051		RCM seeking to know if dealer 405051 informed Customer that they cannot service vehicle any longer, seeking to know if dealer performed the modifications of the chipped engine. RCM to wait dealer call.
JANSSEL	01/06/2009 09:22:36 AM	Call To Frank		405051		Service Manager advised: Customer was not told he could not bring vehicle in for service, at this time vehicle is operating to manufacturer's specifications, Customer is welcome to bring vehicle to dealer for service, Customer purchased vehicle from dealer 405051 with the chipped engine (aftermarket software), dealer has a performance parts center who occasionally modify vehicles and sell them, the Customer took off the muffler himself, at time of purchase Customer's sign an affidavit stating that due to modifications power train warranty may be affected, the chip is reversible however Customer would need to address that option with the Sales Manager. RCM to call dealer sales department to inquire what Customer signed at time of purchase.
JANSSEL	01/06/2009 09:31:17 AM	Voice Mail For Tim Whiles		405051		(Sales Manager is off today). RCM seeking to know if Customer signed a contract regarding warranty and modifications on vehicle. RCM to wait dealer call.
JANSSEL	01/07/2009 10:06:40 AM	Call To Sean		405051		(Sales Manager in a meeting). RCM seeking to know if Customer signed a contract regarding his modified vehicle, Customer stated he was told his warranty would not be in jeopardy. Sales consultant advised: when a vehicle is sold modified the Customer must sign a contract and addendum in the sales agreement, will research and call back. RCM to wait dealer call.
JANSSEL	01/07/2009 04:38:53 PM	Call To Matt Russ		405051		RCM seeking to know update. Sales Manager advised; did receive RCM's message, will pull the deal to see if the waiver form was signed by the Customer, advised to follow up with Sales Manager tomorrow. RCM to call Customer.
JANSSEL	01/07/2009 04:42:01 PM	Call From [REDACTED]				RCM advised: still researching concerns with dealer 405051, will follow up no later than COB on Friday 1/9/09. RCM to call dealer on 1/8/09.
JANSSEL	01/08/2009 10:43:35 AM	Voice Mail For Matt		405051		RCM seeking to know if waiver was signed. RCM to wait dealer 405051 call.

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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JANSSEL	01/08/2009 03:06:02 PM	Voice Mail For Matt		405051		RCM seeking to know if waiver was signed. RCM to wait dealer 405051 call.
JANSSEL	01/08/2009 04:05:46 PM	Call From Matt		405051		<p>Sales Manager advised: spoke with the service department who advised there is nothing wrong with vehicle, the chip is a modification that may affect the warranty however dealer 405051 would cover any repairs need at dealer 405051 only, seeking to know if Customer wants the chip removed. RCM advised: unsure if Customer wants to take the chip out. Sales Manager advised: to inform Customer to contact sales manager if he has questions regarding the chip.</p> <p>(Use business phone number) RCM to advise: we have been in contact with dealer 405051 Service Manager who advised Customer is welcome to bring vehicle to dealer for service, at this time vehicle is operating to manufacturer's specifications, we recommend Customer to continue to work with the dealer as they are our technical resource for diagnosis/repairing vehicles. If Customer inquires about the vehicle's chipped engine please refer Customer to speak with the dealer sales manager-Matt Russ at 813-739-5038.</p> <p>RCM to call Customer.</p>
CAMPOSA	01/09/2009 10:48:42 AM	Voice Mail To [REDACTED]				(RCM backup called business number)RCM backup LVMM. (NOTE: if customer calls CO/CA to advise: we have been in contact with dealer 405051 Service Manager who advised Customer is welcome to bring vehicle to dealer for service, at this time vehicle is operating to manufacturer's specifications, we recommend Customer to continue to work with the dealer as they are our technical resource for diagnosis/repairing vehicles. [also note: If Customer inquires about the vehicle's chipped engine please refer Customer to speak with the dealer sales manager-Matt Russ at 813-739-5038.]) RCM to wait Customer call.
EDWARDB	01/09/2009 11:46:07 AM	Call From [REDACTED]				Customer Seeking: to speak with RCM backup. CA advised: will transfer to RCM backup, if unavailable will transfer to VM. CA to transfer to RCM
EDWARDB	01/09/2009 11:47:20 AM	Transfer To Ann Compaseo-backup				CA transferred to RCM backup VM. RCM backup to call customer
CAMPOSA	01/09/2009 12:39:52 PM	Voice Mail From [REDACTED]				Customer LVMM. RCM backup 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>
CAMPOSA	01/09/2009 12:42:53 PM	Call To [REDACTED]				RCM backup advised: we have been in contact with dealer 405051 Service Manager who advised Customer is welcome to bring vehicle to dealer for service, at this time vehicle is operating to manufacturer's specifications, we recommend Customer to continue to work with the dealer as they are our technical resource for diagnosis/repairing vehicles. Customer advised: was told by Dealer that VW corporate had advised Dealership to no longer work on vehicle; sounds like the problem has been resolved; requested name of Service Manager. RCM backup provided Service Manager's name. Customer advised: he will contact Service Manager later today; if he has further questions he will contact RCM again. (Note to User: Customer never asked about the chip removal) RCM to review and close.
JANSSEL	01/12/2009 08:09:53 AM	Note To CCC				RCM reviewed case. No further action.
FOXK1	01/14/2009 10:42:20 AM	Mail To Stefan Jacoby				[REDACTED] traded in his 2002 GTI 1.8T to purchase this vehicle from Reeves Import Motorcars. He works for Apple giving him an impressive deal. To his dismay, the vehicle has been in the shop six times, the first one was related to the condition of the vehicle at delivery and after that was a transmission issue. The vehicle will shift poorly, buck when driving at low speeds, make unusual noises, hesitate to accelerate, and jerk back and forth when coming to a stop as it down shifts through the gears. The dealer re-adapted the mechatronics unit, then replaced it, re-adapted it three more times and now they are stating there is nothing wrong with his vehicle. He has always been proud to own a Volkswagen and been extremely satisfied with their customer service in the past, however this experience has destroyed that. " My request through VW of America to have my car replaced was all but denied, but at this point I find any other means of resolution to be insufficient to restore my trust in this car and Volkswagen.
FOXK1	01/14/2009 01:18:46 PM	E-Mail To Robert Figgs				ES forwarded customer e-mail, seeking to confirm our position. Call customer.
FOXK1	01/14/2009 01:28:12 PM	Call To [REDACTED]				ES advised the customer of receipt of his email, that we are researching the details of his email, we will follow up with him by Friday at the very latest, apologized for the concerns. Customer advised everyone he speaks to gives him the same script, he went to another dealer and they felt there was an issue. ES advised we are all in the same business and our business is to work in warranty, that his warranty, as long as it is not related to the aftermarket parts, is good at any authorized VW dealer, did the dealer provide him with a repair order. Customer advised they did not, but he could go back. ES advised we will follow. Wait for field contact.

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FOXK1	01/15/2009 10:35:43 AM	Call From Bobby		405051		
	FOM advised the dealer can do what they want with the aftermarket parts, but we have discussed this with them and how it is not acceptable to us, we offered to take the modifications off, modifications are creating an adaptive issue, but without putting it back to stock we are unable to make a determination, we will continue to work through the warranty provisions, we are willing to do further diagnosis, but the vehicle must be put back to manufacturing specifications. Call customer.					
FOXK1	01/15/2009 10:43:58 AM	Call To [REDACTED]				
	ES advised the customer we will continue to work through warranty, that we are more then willing to further diagnose the vehicle but the vehicle does not to be put back to manufacturing specifications. Customer advised when he was at the dealer in Clearwater, 405232, the did remove the modified components, he is at the shop now putting the stock muffler back on, that by the time he drove 40 minutes home the issue had returned. ES advised to please schedule an appointment with a dealer of his choice, and if he wants us involved to call us with the date. Email FOM.					
FOXK1	01/15/2009 10:49:10 AM	E-Mail To Bobby				
	ES advised of the customers feedback. No further action.					
FOXK1	01/15/2009 10:49:29 AM	Note To CCC				
	We contacted the dealer and the field. We found the dealer sold [REDACTED] his vehicle with aftermarket modifications. We contacted [REDACTED] to apologize for his early vehicle experience. That we are more then willing to further diagnose his vehicle, but the modifications would need to be removed. [REDACTED] let us know he is in the process of making this happen. We encouraged [REDACTED] to phone us when he is taking the vehicle to the dealer and we can ensure all technical resources are being pursued. We forwarded this update to the field.					

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VOLKSWAGEN OF AMERICA, INC.
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2008 New GTI 2.0T [REDACTED]	090050559	Customer Relations	WVWHV71K48W [REDACTED]	17,000		Complaint 405074 Pr. Part: 3511-Mechatronic Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate
HOFFMAB	02/24/2009 11:44:27 AM	Call From [REDACTED]				Complaint 405074 Part: 3511-Mechatronic Rsn: E22 Engine lacks power in steady highway driving
	Customer states he is upset that he his having problems with vehicle. Customer states he took vehicle first at 7,000 miles to selling dealer Marrone VW 405246 for lack of acceleration and they did oil change and tire rotation but nothing else. Customer states he then had same symptoms and went to Tracy VW 402025 while in Massachusetts and they did the same. Customer states vehicle is currently at Gunther VW 405074 for same concern, poor acceleration, shifting noise. Customer states Gunther VW 405074 told them they needed to order a part and would call him, that was week ago, and he has not heard. CO suggested customer call the dealer 405074 for status of part arrival. Customer states he is worried he will continue to have same problems once vehicle is outside warranty, wondering if VW would take back vehicle. Customer states VW did take back a Jetta and Passat previously (CO unable to locate this in system) CO advised she will escalate his concern to a Regional Case Manager for review and he can expect return call with outcome by COB on Wednesday, the 25th. CO to escalate to RCM (Southern)					
HOFFMAB	02/24/2009 12:36:33 PM	Assigned To Associate - Southern Regi				
	Customer wondering if VW will take back vehicle. (states VW took back a Jetta and Passat in past) waiting for part at dealer 405074. Contact customer during day at cell [REDACTED] RCM to contact dealer 405074					
JANSSEL	02/24/2009 01:02:45 PM	Assigned To JANSSEL				

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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JANSSEL	02/24/2009 01:05:46 PM	E-Mail To David Klaus		405074		

***** Email to davek@gunthervw.cc;patti@gunthervw.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 GTI

VIN: WVWHV71K48W [REDACTED]

Reason for Inquiry: Customer states he brought vehicle to dealer last week for poor acceleration and shifting noise concern. Customer was informed that a part was ordered but has not heard from dealer since that time.

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

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

Thank you in advance for your help.

Lisa Janssens
(248) 754-3170

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RCM to wait dealer 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	02/25/2009 08:43:07 AM	E-Mail From Dave		405074		

Lisa,

The main part we need is on National Back Order. RED. All other parts are here.

PART NUMBER..... DESCRIPTION. QTY PRIOR O.H. ODATE.. RDATE.. ND FILL

000-325-025-X-ZD7 MECHATRON. 1 RED 0 12FEB09 0

Dave

RCM to email dealer 405074 Part Manager.

VOLKSWAGEN OF AMERICA, INC.
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JANSSEL	02/25/2009 08:46:07 AM	E-Mail To Mike Reid		405074		

***** Email to miker@gunthervw.net; *****

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 GTI

VIN: WVWHV71K48W [REDACTED]

Customer's Description of Part: Mechatron

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.

Lisa Janssens
(248) 754-3170

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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>
						RCM to wait dealer email.
JANSSEL	02/25/2009 03:50:54 PM	Call To Mike		405074		RCM seeking ordering information for the mechatron that was ordered for the customer's vehicle. Part Manager advised; the part arrived at dealer 405074 today, service should have contacted customer. RCM to call customer.
JANSSEL	02/25/2009 03:53:38 PM	Voice Mail For [REDACTED]				RCM advised: contacted dealer 405074 who advised the part has arrived today, will stay in contact to confirm repairs are completed and then will research request further, will follow up by Friday 2/27/09. RCM to email dealer.
JANSSEL	02/26/2009 10:37:29 AM	E-Mail To Dave		405074		Dave, I followed up with Mike Reid in parts yesterday who advised the mechatron arrived. When do you think the repair will be completed? Lisa RCM to wait dealer email.
JANSSEL	02/27/2009 09:15:00 AM	E-Mail From Dave		405074		Car Is done. RCM to email dealer.
JANSSEL	02/27/2009 09:47:52 AM	E-Mail To Dave		405074		Dave, when was the vehicle brought in to your dealer? Thanks, Lisa RCM to wait dealer email.
JANSSEL	02/27/2009 02:02:24 PM	E-Mail From Dave		405074		Service Manager sent RCM a copy of the customer's Repair Order, Repair Order open date-2/25/09, Repair Order close date-2/26/09, dealer 405074 replaced a mechatronic, vehicle was then inspected and test driven. RCM to advise we will continue to work within the terms of the warranty. RCM to call customer.

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

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JANSSEL	02/27/2009 04:14:46 PM	Voice Mail For	[REDACTED]			RCM LVMM. RCM to advise we will continue to work within the terms of the warranty. RCM to wait customer call.
LOPEZJ	02/27/2009 04:53:05 PM	Return Call From	[REDACTED]			Customer states: returning RCM call. Customer seeking: to speak with RCM. CA to call RCM.
LOPEZJ	02/27/2009 04:55:26 PM	Call To JANSSEL				RCM unavailable. CA to return to Customer.
LOPEZJ	02/27/2009 04:59:07 PM	Return To	[REDACTED]			CA advised: RCM is assisting another Customer; CA can request RCM to return Customer call or Customer can leave RCM a VM if desired. Customer states seeking: RCM to return call to Customer cell phone at [REDACTED] Customer previously had the device turned off but it is on now; Customer would appreciate if RCM could return call today. CA advised: CA will let RCM know of Customer request; CA unsure if RCM can meet that request but RCM will return Customer call by COB Monday 3/2/09. Customer accepts. RCM to call Customer.
GIROUXS	03/02/2009 09:58:14 AM	Call From	[REDACTED]			Customer states seeking to speak with RCM. CA advised will call RCM and see if she's available, if she isn't, seeking to know if customer would like to be transferred to voicemail. Customer states he doesn't want to leave a voicemail. CA to call RCM.
GIROUXS	03/02/2009 09:58:29 AM	Call To Lisa				RCM was unavailable. CA to return to customer.
GIROUXS	03/02/2009 09:58:44 AM	Return To	[REDACTED]			CA advised that RCM is unavailable, but she will be contacting customer before COB today. Customer states he may not be able to answer because he'll be at work, but RCM can leave him voicemail; seeking to make payment on vehicle. CA transferred customer to VW Credit, RCM to call customer.

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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>
JANSSEL	03/02/2009 12:28:30 PM	Call To	██████████			

Customer states: picked up vehicle from dealer 405074 who replaced a part for the transmission, does not feel the vehicle is running well, has a difficult time shifting from 2nd to 1st gear as it is not a smooth transition, this concern is intermittent and does not occur all of the time, the vehicle is in good condition and maintains vehicle at the dealer, worried about warranty coverage and does not want future concerns, would like another vehicle. RCM advised: will document concerns, followed up with dealer to ensure part arrival and repair, advised the dealer replaced a mechatronic then inspected and test drove vehicle, advised we are unable to meet the expectation of getting customer into another vehicle, our obligation is to work within the terms of the warranty, advised to continue to work with the dealer for future vehicle concerns and he can contact CCC for assistance if needed. Customer acknowledged. No further action.

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2008 New GTI 2.0T [REDACTED]	090089417	Customer Relations	WVWFD71K88W [REDACTED]	11,500		
DUBROCN	04/10/2009 12:20:47 PM	Call From [REDACTED]				Complaint 406416 Pr. Part: 3435-Transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
<p>Customer states: 6 VW vehicle; has owned even more than that; loves VW vehicles; is the first one he has had problems with; this is going to be the 4th time in the Dealer 406416 for this concern; vehicle while driving shifts roughly; almost feels like your jerked; not comfortable at all; Dealer has let their service technicians take the vehicle home; have had problems duplicating the concerns; once they replaced the mechatronics last month; very frustrated with this vehicle; after the Dealer replacing the mechatronics; short time later it was back again; just had vehicle in the Dealer could not duplicate concerns; DP stated as soon as it happens again to bring the car right back; picked it up the other day; now it is doing it again; spoke with the Dealer; going to take it back on 4/13; could not take it back today needs the vehicle; has gotten a rental vehicle before from the Dealer; Dealer has been great; this point Service Manager Mike states they are at a stand point as how to fix this vehicle; he is also a mechanic; feels if they replace the transmission the concern will be fixed; Service Manager referred Customer to contact CCC because they can't move any further on their end; all repairs have been covered under warranty; tired of having to take the vehicle in; having to drive a rental; having to drive a vehicle that is not comfortable; don't want to take it long distance because you don't know what it will do; DP told him he would not blow his vehicle up by driving it; this vehicle falls under there lemons laws; doesn't want to go that route just wants his vehicle fixed. Customer seeking: vehicle to be repaired; would like VW to replace the transmission. CO advised due to the nature of the call a RCM will research concerns and follow up by the COB on 4/14; after the vehicle is at the Dealer; call home [REDACTED] prefers afternoon call because he works evenings and he is sleeping during the day.</p>						<hr/> Suggestion 406416 Rsn: 69C Dealer Referred Customer to CARE
DUBROCN	04/10/2009 01:01:55 PM	Continued Comment From [REDACTED]				Complaint 406416 Part: 3435-Transmission Rsn: 14H Repeat Repair
Continued Comment: CO to assign.						
DUBROCN	04/10/2009 01:03:49 PM	Assigned To cccCUS				
<p>Customer seeking: VW to assist Dealer 406416 on vehicle repaired; would like a new transmission which would fix the concern. Customer states he is a mechanic; if VW would replace the transmission it would save them money on guessing and the vehicle is still not repaired. RCM to research and follow up with Customer by the COB on 4/14 on home [REDACTED] prefers afternoon calls due to working evenings will be sleeping during the day. RCM to research.</p>						
PABSTM	04/10/2009 01:47:49 PM	Assigned To PABSTM				

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	04/10/2009 02:05:53 PM	Voice Mail To Mike Egan		406416		
RCM advised the customer wants the car fixed, has been to dealer 406416 4 times for the car shifting rough and jerking, and RCM needs total number of days down and any repeat repairs. RCM to wait contact from dealer 406416.						
PABSTM	04/10/2009 04:32:19 PM	Voice Mail From Mike Egan		406416		
Service Manager advised the car has been to dealer 406416 3 times: 1) 1/8/09 at 76K, for one day, customer advised it was not shifting properly, dealer found the car operating as designed, 2) 2/25/09, dealer diagnosed a faulty mechatronic, car was returned to the customer on 3/5/09, 3) from 4/7- 4/9 the car came back, was test drove, the dealer was not getting any of the shifting concerns advised again by the customer and returned the car, the dealer contacted techline and the FOM, the dealer can't verify the customers concerns, and advised the customer to return to the dealer to go for a ride with them if it continues, the customer contacted the dealer yesterday, 4/9/09 and may return to the dealer next week, and to call him if needed, at extension 108. (NOTE: total 11 days down) RCM to contact the FOM.						

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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>
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PABSTM 04/10/2009 04:55:48 PM E-Mail To SM, FOM and Brian Lindsay 406416

The following customer has contacted Customer CARE. I have confirmed that the vehicle had 3 visits, 1 repair, for the same concern, and 8 days down, PLUS 3 days test driving where the car was found to be operating as designed.

██████████
 WVWFD71K88W ██████████

2008 Passat In-service: 3/28/2008

Mileage: 11,500

Review: The car has been to our dealer 1 time for the mechatronic replacement, and once before and after the repair still having concerns stating, that while driving the vehicle shifts roughly, it almost feels like your jerked.

What is the customer looking for:

He is returning to 406416 on Monday, 4/13/09, feels the car qualifies for lemon law, does not want to go this route, he likes the cars, has owned 6 other VW's and just wants the car fixed. (all New Beetles or GTI's)

Next steps/CARE action: We have promised the customer a return call by the close of business, Tuesday, 4/14/09. If you would like to share any concerns that you have regarding this situation, it would helpful if I could have your input before 3:00pm that day. If you don't feel any additional action is warranted, no need to respond to this email.

Thank you for your time.

Michele Pabst
 Eastern Region Case Manager
 VWoA Customer CARE Center

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

Phone: 248-754-3324
 Fax: 248-754-6504

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

**VOLKSWAGEN OF AMERICA, INC.
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michele.pabst@vw.com RCM to wait contact from FOM or dealer 406416.						
PABSTM	04/13/2009 09:26:56 AM	E-Mail From Todd		406416		
MICHELLE, JUST A NOTE, THIS IS A 2008 GTI(NOT A PASSAT) I HEARD A RUMOR HIS SON MAY HAVE WORKED AS A TECHNICIAN FOR DEALER # 406/436. ALSO, HIS SON OWNES A 2006 GTI-THAT HE COMPARES PERFORMANCE RELATED ISSUES. [REDACTED] ALSO HAS SOME TECHNICIAN FEEDING HIM INFORMATION FROM VIRGINIA OR NORTH CAROLINA AREA(I FORGET WHERE HE SAID THE TECHNICIAN WAS FROM). RCM to email dealer 406416.						
PABSTM	04/13/2009 09:31:27 AM	E-Mail To Todd Stroh		406416		
Thank you Todd. Yes we have the case built with his 2008 GTI, I'm sorry for the confusion. Please advise any updates after the car arrives, so that I can follow up with the customer tomorrow, 4/14/09. Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3324 Fax: 248-754-6504 michele.pabst@vw.com RCM to wait contact from dealer 406416.						
PABSTM	04/13/2009 11:03:46 AM	Call From Jamie				
The FOM advised having spoken to dealer 406416 last week, 4/10/09 regarding the vehicle, the customer seems to be getting a lot of information from elsewhere, he seems to have perceptions that there is something wrong with the car, that it needs a new transmission, dealer 406416 has not been able to verify the customers concerns, VWoA is not putting in a new transmission unless necessary, the dealer will drive with the customer in the car today, 4/13/09, there is nothing further to be done, but if necessary, VWoA will extend the transmission another 12/12k, wof, as long as he owns the vehicle, by just writing a letter to the customer. FOM advised will update the RCM. RCM to wait field update.						

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PABSTM	04/13/2009 04:49:22 PM	E-Mail From todd Stroh		406416		
	<p>MICHELE, DIDN'T HEAR FROM [REDACTED] TODAY. LAST SPOKE WITH HIM FRIDAY, HE SAID HE WOULD BE ABLE TO RECREATE THIS CONDITION AND WOULD STOP IN ON MONDAY, HIS DAY OFF FROM WORK. OFFERED FRIDAY TO SEND technical TO HIM IF HE WAS TO BUSY TO BRING IT TO US. HE DIDN'T HAVE TIME IN HIS DAY, BUT MONDAY HE WOULD BE ABLE TO BRING IT IN. NO CALL/NO SHOW TODAY? RCM to call the customer.</p>					
PABSTM	04/13/2009 04:52:37 PM	Call To [REDACTED]				
	<p>RCM advised being aware of the car not making it to dealer 406416 and that he can contact the RCM when it is convenient for him to take the car in. Customer states that he had to work and then sleep, it is very inconvenient for him to drive 20+ miles to borrow a car, as the dealer doesn't provide a loaner, the car is still jerking, it's intermittent and he will call the Service Manager and pull into the dealer when it happens. RCM advised the rental provisions, and that CCC will provide the customer 2 days of rental for when the car experiences the intermittent concerns and the customer gets the car to dealer 406416, or they send a technician to him, and that the RCM would make the dealer aware of this offer. RCM to email dealer 406416.</p>					
PABSTM	04/13/2009 04:57:37 PM	E-Mail To Todd STroh		406416		
	<p>I just authorized 2 days of rental (not just \$25 a day) for when [REDACTED] brings the car to you or your tech goes to him. Otherwise, nothing further to do until you experience the car doing what he describes.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3324 Fax: 248-754-6504 michele.pabst@vw.com No further action.</p>					
PABSTM	04/14/2009 08:58:05 AM	Note To ccc				
	<p>RCM reviewed and closed. no further action.</p>					

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PABSTM	04/21/2009 09:34:19 AM	E-Mail From Todd Stroh		406416		
<p>MICHELE, WE HAD A VISIT FROM [REDACTED] ON FRIDAY AFTERNOON. MICHAEL DID GO FOR A RIDE WITH THE CUSTOMER, EXPERIENCING WHAT HE FELT- LIKE A SLIGHT SERGE WHILE DRIVING. MY TRANSMISSION technical WAS AT TRAINING FOR THE DAY-SO THEREFORE COULDN'T BE WITH THEM AT THE TIME. [REDACTED] CONTACTED US AGAIN THIS AFTERNOON TO ARRANGE DROP OFF FOR HIS CONCERN TO BE ADDRESSED. ENTERPRISE RENTAL WILL BE USED FOR 2 DAYS AS PER AGREEMENT FOR DIAGNOSIS. \$30.00 / DAY (EXCLUDING OPTIONAL INSURANCES/FUEL CHARGES). RCM to take call from Service Manager at dealer 406416.</p>						
PABSTM	04/21/2009 09:36:43 AM	Call From Mike Egan		406416		
<p>Service Manager advised that he drove the car with the customer on Friday, April 17, 2009 and the vehicle was operating as designed, the customer is still seeking to have the transmission replaced, the area FOM and QTM are out of town for the week and do not want to waste the customers time or the authorized rental car if the vehicle cannot be driven by the field. RCM and Service Manager agreed the field should be scheduled upon their return, the customer should be advised of the scheduled appointment, and if the car is still operating as designed, the customer will be advised that any future diagnosis of the transmission concern will be at customer pay, and that certainly, if the transmission is found to need replacement under warranty in the future, the customer would not be charged for that diagnosis or reimbursed, whichever is applicable. RCM advised the case notes would be updated to reflect this conversation, in case the customer calls CCC. No further action, pending customer call.</p> <p>NOTE: If the customer calls, please refer him to either Service Manager at dealer 406416, Todd Stroh or Michael Egan.</p>						
PABSTM	04/29/2009 02:41:22 PM	Call From mike egan		406416		
<p>Service Manager advised the QTM is looking at the car tomorrow morning, 4/29.09, the car is coming tonight, so the QTM can see it cold, the RCM had advised up to 2 days loaner car, and dealer 406416 will not charge this time for diagnosis. No further action pending customer call.</p>						

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2008 New GTI 2.0T [REDACTED]	090100081	Customer Relations	WVWFD71K28W [REDACTED]	15,500		Complaint 408123 Pr. Part: 3735-Automatic transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
DUBROCN	04/21/2009 02:24:59 PM	Call From Todd				Suggestion 408126 Rsn: 69C Dealer Referred Customer to CARE
		Customer states: current concerns vehicle is shifting roughly; happens more when the vehicle is warm; left vehicle at Dealer 408126 for a week while on vacation; spoke with Eric Bagley a Service Advisor about concerns; vehicle was there for 8 days; very unpleasant conversation with him; had to yell over him to say anything; stated the onboard diagnostic machine is not finding any codes; picked the vehicle up on Sunday; on Monday the vehicle was doing it again; called the Dealer and stated it was happening right now; in the parking lot of the Dealer; send someone out to see the concern; Josh another Service Advisor noticed the concern; had a mechanic come out which also noticed the concern; went and test drove another GTI; we could not get that GTI to do the same concern; it was happening on my vehicle but not other GTI's; Eric stated leave the vehicle at the Dealer again; rented a vehicle at my expense; just received a call from Eric again stating there is no problem with the vehicle; also that if it gets worse they will fix it; nothing came up on their machine so they cannot fix the vehicle now; 2 people witnessed the concern and now they are stating nothing is wrong with the vehicle; Dealer referred him to contact CCC. Customer seeking to get concerns fixed. CO advised due to the nature of the call a RCM will research concerns and follow up with Customer by the COB on 4/22 at [REDACTED]. Customer states would like a follow up ASAP; paying for a rental vehicle; feels the Dealer should have to pay for the rental; told him to leave the vehicle there again to say it is working fine. CO advised will put case in high priority; a RCM will contact him ASAP; will make sure Dealer is using all their technical resources to resolve these concerns. CO to assign.				Complaint 408126 Rsn: 85J Treatment by Personnel
DUBROCN	04/21/2009 02:43:42 PM	Assigned To ccc				Suggestion 408126 Part: 3735-Automatic transmission Rsn: 36A Rental/Loaner
		Customer seeking to have vehicle repaired. Customer states: vehicle was there 8 days; could not duplicate; brought vehicle back while it was doing it; 2 DP have witnessed concerns; Dealer stated to leave the vehicle again; no codes are coming up on the diagnostic machine; now Dealer 408126 is stating vehicle is fine; paying for a rental out of pocket. RCM to research and follow up with Customer ASAP by the COB on 4/22 at [REDACTED]. RCM to research.				Praise Rsn: 74J Advocate
HAWLEYD	04/21/2009 03:04:35 PM	Face-To-Face With Kim				Praise 408126 Rsn: 12K Dealer
		CA advised that the customer is advising that the dealer called him and the vehicle is operating to manufacturers specification and he can come and pick up the vehicle. CA advised that the customer would like to know if he demonstrates the concern to the dealer again can they look at it. RCM advised that the customer is welcome to go back to the dealer and demonstrate the concern with the vehicle and work with the dealer in regard to this concern. CA advised that he was advised that the FOM can look at the vehicle and VW CCC can set up that appointment. RCM advised CA to direct the customer to make that request to see the FOM through the service manager, however if the vehicle is operating to manufacturers specifications the customer will need to take the vehicle with him and the dealer can contact him when the FOM is on site. CA to return to customer.				Praise 408126 Rsn: 62J Treatment by Personnel

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LANDRYK	04/21/2009 03:15:04 PM	Return Call From Todd Brown-fiancee				Customer states: spoke with CO earlier today; he was advised that CCC could set it up for a VW rep to go out and look at the vehicle; Dealer 408126 has advised that they cannot find the concern and he should come pick up the vehicle; he does not want to pick up the vehicle if Dealer has not fixed; he would like the VW rep to go and look at the vehicle; he does not have a good repore with the Service Manager; he has to talk over the Service Manager in order to get him to listen to anything he says; he did demonstrate the concern to one of the mechanics when he left it last time; he does have a rental vehicle at this time that he paying for. CA advised: would like to consult with associate; will Customer hold. Customer accepted. CA to consult with RCM.
LANDRYK	04/21/2009 03:34:59 PM	Note To CCC				Case notes out of order. CA to return to Customer.
LANDRYK	04/21/2009 03:35:45 PM	Return To Todd Brown-fiancee				CA advised: if Dealer is advising that they cannot find a concern Customer should return to pick up the vehicle; if Customer would like to further demonstrate his concern to the Dealer he would need to work with them; Customer would have to work with Service Manager to have a VW rep come out to look at the vehicle; Dealer would let Customer know when the rep would be out and Customer would return the vehicle at that time; rental would be covered if a concern is found and is due to a manufacturer defect; if Dealer decides to keep the vehicle for further diagnosis Customer can call CCC back and CCC can follow up while the vehicle is being diagnosed. RCM to review and close.
EDWARDAM	04/21/2009 04:00:25 PM	Assigned To EDWARDAM				RCM reviewed case. No Further Action.
SHORTK	04/22/2009 04:01:10 PM	Call From Todd				Customer states his problem persists. Customer states he picked VEH up yesterday and it is getting worst. Customer states VEH will surge at low speeds in 1st gear. Customer states he was supposed to receive a call from RCM today before 5pm. CO to contact RCM.
SHORTK	04/22/2009 04:07:20 PM	Call To Amanda				CO attempted to contact RCM. CA to return to customer.

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SHORTK	04/22/2009 04:08:08 PM	Return To Todd				Customer states SA (Eric Bagley) has been rude to him when he calls over the phone. Customer states concern has been verified by SA (Josh) and advised VEH should not be operating with the surging concern. CA advised customer RCM would contact him ASAP. RCM to call customer.
EDWARDAM	04/22/2009 04:56:16 PM	Call To Todd Brown (fiancee)		408126		RCM advised is returning his call; wanted to ensure RCM understood what was taking place. Customer states his vehicle is not performing the way it's supposed to be; it's slipping out of 1st and 2nd gear and when trying to park the vehicle he barely missed another vehicle and almost hit them; 4/12 he dropped his vehicle off Friday night and left the keys in the drop box which he has made an appointment; Dealer 408126 could not reproduce anything and he explained he was not going to pick it up until it's fixed; another manager called him Tuesday; did more test on it and not sure what exactly they did; then he came in on Sunday to pick it up and the sales rep Mike, who was very nice, took a quick spin around the block; when it's warms up it really starts to act up; he asked for Ed on Monday and got Service Advisor Josh who was very polite and jumped in the vehicle with him; he verbally advised that is not right verbally and got the technician into the vehicle too; the tech sat in his passenger seat and experienced it; they all got into a comparable vehicle same year and model and they did not reproduce with that vehicle; left for a week and went out of town so he left the vehicle there; they gave him a \$30 discounted rate for rental and did call day after Tuesday; they explained they could not find anything wrong and it's working right; got into an argument with Service Advisor Eric Bagley; asked for the Service Manager who may be out of town; currently waiting for a phone call back again and he cannot afford a rental vehicle; the CA advised to leave it there and they advised to pick it up; will send out a certified technician; it's getting worse to him and is afraid to drive it more; seeking RCM's assistance. RCM advised we do need to have the vehicle brought back to Dealer 408126; would assist with a rental vehicle as goodwill to attempt to find the concern; the only way to make a repair is they have to find the concern; will attempt to reach Service Manager in the
EDWARDAM	04/22/2009 05:27:08 PM	Continued Comment To Todd Brown (f 408126)				Continued Comment: morning to discuss this further if he's back in town, if he is not, RCM will attempt to accommodate him with another vehicle in the meantime if needed; would like to discuss the comments towards Service Advisor and would forward compliments. Customer states would like to hold off on the comments towards Service Advisor Eric until after his vehicle has left. RCM advised would wait then; will follow up by COB tomorrow after attempting to reach the Service Manager. RCM to call Dealer 408126.

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EDWARDAM	04/23/2009 09:57:22 AM	Call To Ed		408126		
<p>RCM advised that he is back today from out of town. Service Manager advised won't be there much longer today as his flight got in really early this morning; is aware of Customer's concerns as Service Advisor Eric did call him while he with FOM in Nevada; he did ask if FOM would come to their facility to test drove it and he will be back in town Tuesday, 4/28 to set something up; he will then set this up with the Customer. RCM advised he is nervous to continue driving this vehicle in case he is causing more damage to it. Service Manager advised would understand that, but there is nothing they can do as their mechanic, and other Service Advisor couldn't find anything except for the one Service Advisor Josh who did feel something. RCM to call Customer to offer to reimburse for rental vehicle until FOM is available to come to test drive vehicle.</p>						
EDWARDAM	04/23/2009 11:44:29 AM	Call To Todd Brown (fiancee)				
<p>RCM advised is following up after speaking with Service Manager Ed with Dealer 408126; he was in today from the Dealer meeting and he is aware of this as Service Advisor Eric did call him while he was there; he wanted to set up for a VW field rep to come out to their Dealer to take a personnel test drive in his vehicle; the field reps will not be back until next week and he would be setting this up for him and would call the Customer personally to have this done; wanted to assist in getting him into a rental but Dealer is unable to assist with this as the vehicle is not at their facility; if Customer may first have to pay out of pocket for the rental and RCM can reimburse him just so he is not driving this vehicle; wanted to discuss these options to seek what Customer wanted to do as it may take a few weeks for the field rep to come. Customer states that may be hard because what if it takes 3 weeks or longer, than he would have to pay it first; he did call Dealer 408123; they are aware of this and have done 2 mechatronics on vehicle's before due to the same concerns he is having; he was advised by Dealer 408123 he would need to be bring his vehicle in. RCM advised he is more than welcome to get a second opinion with Dealer 408123 if he would like; the only concern is they will need to diagnosis this first and if they don't find anything, they may have to do what Dealer 408126 is trying to schedule for a VW field rep to come on site. Customer states it doesn't matter to him either way; just doesn't want to keep driving his vehicle. RCM advised to go ahead and schedule with Dealer 408123 to give them the chance to also diagnosis it as this would be like a second set of ears and eyes; contact RCM back to let me know when the appointment is set; will follow up with Dealer 408160 to assist with a alternative transportation since he would be going out of town this weekend. Customer states will do that. RCM to wait Customer call.</p>						
DUBROCN	04/23/2009 12:57:53 PM	Return Call From Todd (fiance)				
<p>Customer returning RCM call ; if unavailable will take VM. CA to transfer Customer.</p>						
DUBROCN	04/23/2009 12:59:07 PM	Transfer To Amanda				
<p>CA transferred Customer to RCM VM. RCM to return call.</p>						

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EDWARDAM	04/23/2009 01:10:27 PM	Voice Mail From Todd Brown (fiancee)				Customer LVMM. Customer states made an appointment to bring his vehicle in today with Service Advisor Bill. RCM to call Dealer 408123.
EDWARDAM	04/23/2009 01:12:35 PM	Voice Mail To Bill (Asst. SM)		408123		RCM LMTRMC. RCM advised Customer spoke with him about bringing his vehicle in today; wanted to speak with him about providing the Customer with a rental in the meantime; RCM will goodwill this for the Customer as they were planning to go out of town and does not feel comfortable to keep driving it in case he is causing more damage to it; seeking call back to seek if this could be set up for the Customer. RCM to wait Dealer 408123 call.
FALKENA	04/23/2009 02:09:59 PM	Call From Todd Brown - Fiance				Customer states/seeking to speak with RCM. CA advises can see if RCM is available, if not, Customer will go into RCM VM. CA to call RCM.
FALKENA	04/23/2009 02:10:34 PM	Transfer To Amanda				CA transferred Customer to RCM. RCM to continue communications with Customer.
EDWARDAM	04/23/2009 02:12:04 PM	Continued Comment With Todd Brown				RCM advised did receive his VMM and left a very detailed message for Service Advisor Bill as well to set him up in a rental; just waiting for Dealer 408123 to return RCM's call. Customer states just wanted to ensure his VMM was received. RCM advised will call him back after hearing back from Dealer 408123. RCM to wait Dealer 408123 call.
EDWARDAM	04/23/2009 03:36:41 PM	Voice Mail From Bill		408123		Service Advisor LVMM. Service Advisor advised did receive VMM; Customer will drop the vehicle off tonight and he will place him in a rental vehicle. RCM to call Customer.

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EDWARDAM	04/23/2009 03:39:23 PM	Call To Todd Brown (fiancee)		408123		
<p>RCM advised received message from Service Advisor Bill of Dealer 408123 who advised Customer would be dropping off his vehicle tonight and he will have a rental vehicle set up to provide him. Customer states seeking what will he have to pay for. RCM advised warranty does cover \$30 a day in which the Dealer will ensure they match that for the rental vehicle; will double check with them though and will set follow up date with him for Monday, 4/27 to give Dealer 408123 time to diagnosis and test drive his vehicle. Customer states really appreciates all the help RCM has given him; will test drive with who ever there too. RCM advised to ask when he gets there and they will be more than willing to test drive with him. RCM to follow up with Dealer 408123 tomorrow, 4/24.</p>						
EDWARDAM	04/27/2009 09:17:34 AM	Voice Mail To Mark		408123		
<p>RCM LMTRMC. RCM advised seeking if anything has been found on Customer's vehicle. RCM to wait Dealer 408123 call.</p>						
EDWARDAM	04/27/2009 09:28:33 AM	Return Call From Mark		408123		
<p>Service Manager advised is returning RCM's call; they found no faults, but was able to feel this while they were test driving the vehicle; contacted techline who has instructed them to replace the mechatronic in the vehicle; they have ordered this part and will install it to test drive it again to ensure this resolves the concerns; will keep Customer in the rental vehicle. RCM advised seeking if Customer has been updated. Service Manager advised will has Service Advisor update Customer when he gets back from the test drive. RCM to follow up with Customer.</p>						
EDWARDAM	04/27/2009 12:57:23 PM	Call To Todd Brown		408123		
<p>RCM advised was following up to ensure he has heard from Dealer 408123. Customer states he did; thanked RCM for all the assistance on this and they explained the mecha-tronics would be in about a week and hopes this resolves it; just happy they found what was wrong with the vehicle. RCM advised they are going to keep him in the rental until the parts come in; will test the vehicle further once installed including further test driving on it as well; seeking if Customer still would like RCM to follow up on the status. Customer states would appreciate that as he enjoys hearing from RCM and getting this done for him finally; everyone he's ever spoken with at CCC has been so pleasant and understanding; seeking for RCM to go ahead and forward the concerns with the Service Advisor to Service Manager of Dealer 408126 as well because he really thinks he should get anger management. RCM advised will forward his complaints to Dealer 408126 to ensure the Service Manager is aware of the treatment; will set a follow up for Friday, 5/1 on the status. RCM to e-mail Dealer 408126.</p>						

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EDWARDAM	04/27/2009 01:07:55 PM	E-Mail To Edward Merman		408126		
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***** Email to dcmerm@optonline.net; *****

FYI ONLY: Service Experience @ 408126

Hi Ed: The following customer has contacted Customer CARE regarding feedback with their service experience. Please handle how you feel would be appropriate:

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFD71K28W [REDACTED]

Customer (concern): he's been having repeat concerns with his vehicle not shifting properly and has brought it in numerous times to attempt to repair; he did end up taking the vehicle to another dealership who is able to repair the vehicle; wanted to share his treatment he received from certain service individuals; Service Advisor Josh was very polite and jumped in his vehicle to attempt to reproduce what he was experiencing; he verbally advised that is not right verbally and got the technician in the vehicle immediately; the tech sat in his passenger seat and experienced it; they all got into a comparable vehicle same year and model and they did not reproduce with that vehicle; left for a week to allow them to find the concerns and when he returned they explained they could not find anything wrong and it's working right; he got into an argument with Service Advisor Eric Bagley; he did not appreciate the treatment he received; Customer did want to ensure the Service Manager was aware of the positive and negative treatment he received with service.

Thank you for your time,

Amanda Edwards

RCM to close case, pending follow up on Friday, 5/1.

EDWARDAM	05/01/2009 08:53:20 AM	Voice Mail To Mark Procillo		408123		
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RCM LMTRMC. RCM advised seeking if the vehicle was completed. RCM to wait Dealer 408123 call.

EDWARDAM	05/01/2009 09:24:45 AM	Return Call From Mark		408123		
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Service Manager advised is returning RCM's call; their still waiting on the mechatronics unit; FOM is aware of this as well. RCM advised many others are also waiting for the same part currently. Service Manager advised will update RCM when he hears an ETA on the arrival. RCM to follow up with 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>
EDWARDAM	05/01/2009 01:20:55 PM	Voice Mail To Todd Brown				RCM LVMM. RCM advised was following up as promised; Dealer 408123 is still waiting on the mechatronic units; it may be coming from Germany so right now may be a couple weeks for ETA of arrival; Dealer is working greatly on keeping up with the updates on the parts and when updates are available they will update us; we appreciate his patience in the meantime and the Dealer will stay in contact with him when vehicle is repaired; if there is any questions for RCM he is always welcome to contact CCC; provided CCC phone number and 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 New GTI 2.0T [REDACTED]	090107015	Customer Relations	WVWFD71K18W [REDACTED]	17,000		Complaint 422567 Pr. Part: 3511-Mechatronic Pr. Rsn: 11K Dealer Opted Not to Assist
YOUNGLI	04/28/2009 06:55:51 PM	Call From [REDACTED]	(Son)			Complaint 422567 Part: 3511-Mechatronic Rsn: T08 Manual - Gearshift hard to operate
		Customer stated, vehicle had concern with mega tronics on the DSG which tells the vehicle when and how to shift and idle, the Dealer 422567 is refusing to repair the vehicle under the warranty because Customer had installed after market parts to the vehicle, a short intake and a suspension loafer, this would not have affected the vehicle transmission, Customer is seeking to get vehicle repaired under the warranty, spoke with DP Dan who is an Service Advisor and he was advised to call the CCC, he does not see how he can be denied the repair, because a Federal act states that the burden of proof that the vehicle concern is on the manufacture, and the Dealer would have to provide proof that the part put on vehicle was the cause for concern. CO advised, we depend on our Dealer to be our technical resource for diagnosis and repair of vehicle, if Dealer has diagnosis the concern of the vehicle to be caused by after Market parts that were added, we will have to go by that diagnosis, will need to research, can Customer hold. Customer stated, he will hold. CO to research.				
YOUNGLI	04/28/2009 07:05:14 PM	Face-To-Face With Moises Ledesma				Complaint 422567 Rsn: 69C Dealer Referred Customer to CARE
		CO advised notes from call from other 4/28. Supervisor advised, will have to support Dealer decision, if Dealer advised Customer that after market parts caused the concern then that is what we will go by, CO does not need to escalate concern, only if Customer request proof that the parts caused the concern from the Dealer, then CO can forward to RCM for research concern. CO to return to Customer.				
YOUNGLI	04/28/2009 07:09:25 PM	Return To [REDACTED]	(Son)			
		CO Advised, Since Dealer has advised Customer that vehicle modification have caused the vehicle concern, will have to support dealer decision, vehicle repair will not be covered under the NVLW 4/50K WCF for manufacture shortcoming, concern would be caused by outside influence and outside influence is not covered under warranty. Customer stated, he is very upset, he knows the cost of the repair may be about \$5000, enough for right now, he may call back. CO to assign to team 5.				
YOUNGLI	04/28/2009 07:23:21 PM	Assigned To CCC				
		Customer was denied repair, due to outside influence, please send out BBB letter to Customer. Send mail to Customer.				
BICKMAD	04/29/2009 05:34:34 AM	Assigned To ANDERSK				

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>
ANDERSK	04/29/2009 10:39:05 AM	Mail To [REDACTED]				
		Letter generated and sent. CA to reassign.				
ANDERSK	04/29/2009 10:39:40 AM	Assigned To YOUNGLI				
		CO to review and close.				
YOUNGLI	04/29/2009 11:59:21 AM	Note To CCC				
		CO reviewed, no further action.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 New GTI 2.0T [REDACTED]	090108065	Mediation/Arbitration	WVWFD71K48W [REDACTED]	10,383		Unknown 408055 Pr. Part: 1359-Crankshaft oil seal, flywheel end Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
MICKLUL	04/29/2009 03:49:32 PM	Attached Mail From Richard Soucek				Unknown Rsn: H22 Technical Issue (Med/Arb only)
		Replacement request form due to vehicle down for over 50 days 4X including valve body and transmission replacement within two days of purchase. Last repair was for oil . Customer states he likes VW product, but has lost confidence in this car and insists on being taken out of it. He has had too many problems too soon after purchase and doesn't trust it. Customer not to pay taxes, mileage charge, etc. due to relatively low mileage and slightly lower cost of replacement vehicle.				
MICKLUL	04/29/2009 04:01:47 PM	E-Mail To Richard Soucek				Unknown 408055 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mr Only)
		Offer attached				
MICKLUL	04/29/2009 04:02:01 PM	Mail To [REDACTED]				
		Replacement offer. SON.				

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

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

<u>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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MICKLUL 05/06/2009 10:25:17 AM E-Mail From Richard Soucek

I met with [REDACTED] yesterday afternoon. They had some questions re: the offer for substitution of collateral. I took them thru the offer and explained how it worked. They signed and I faxed in the forms and a copy of their registration for their current car. If you;d like the originals let me know.

The dealership Finance Manager, Chris Trombley, was also there and we went over the process for taking delivery of the new car, too.

The package for the transfer can be sent to Chris and he will take care of registering the new car and delivering it to the [REDACTED]. Chris has done this once before so there should not be any issues.

Re: delivery of the new vehicle. As VWGoA is the actual seller of the vehicle, the dealer must send someone to the Registry of Motor Vehicles. They cannot perform the registration on their in house system.

I told Chris we would cover the costs for registration, a nominal fee for a ;runner; to go the registry and a tank of gas for the new car. I told him to include receipts for those items with the paperwork he is to return.

I hope that is OK. If you;d prefer I can handle those costs thru ;goodwill;.

Richard

MICKLUL 05/06/2009 10:26:36 AM E-Mail To Richard Soucek

Thanks Richard. I won't need the original of the signed offer letter, a faxed copy is fine and we will process reimbursement to the dealer for the registration and gas expenses.

MICKLUL 05/06/2009 12:36:20 PM Attached Mail From R.W. SOUCHEK

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

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

MICKLUL 05/06/2009 12:54:31 PM E-Mail To Acct and Distribution

90108065

[REDACTED]
Meriden, CT [REDACTED]

Current vehicle: WVWFD71K48W [REDACTED]
Repl vehicle: 3VWRA71K99M [REDACTED]

In an effort to promote customer satisfaction, we have agreed to replace the above vehicle with an 09 Volkswagen Jetta . VIN 3VWRA71K99M [REDACTED]

VEHICLE ACCOUNTING

Please generate a new vehicle invoice, and Certificate of Origin showing Volkswagen Credit Inc., 1401 Franklin Blvd, Libertyville, IL 60048 as the leinholder and Sergio J. Medina as the owner of the vehicle.

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

DISTRIBUTION

Please bill replacement VIN : 3VWRA71K99M [REDACTED] to 491991. Please credit dealer 408055 .

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

Thank you!

MICKLUL 05/11/2009 01:23:50 PM Attached Mail From Crystal Batstra

MCO and invoice received.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MICKLUL	05/11/2009 01:28:52 PM	Assigned To CARUSOL				
		Contact is Charley Trombley @ 408055. 0 contribution, VCI retail, Reason for repurchase is due to 50 days down due to 4 issues including valve body and trans replacement within 2 days of purchase. Please send paperwork to Charley Trombley. He will contact the customer to schedule an appt for delivery.				
CARUSOL	05/11/2009 02:52:56 PM	Closing Package (M/A Only) To Charle	408055			
CARUSOL	05/11/2009 02:54:28 PM	Voice Mail To Charley Trombley	408055			
		LVMM advising closing docs being sent out today and to advise when closing takes place				
CARUSOL	05/12/2009 02:41:02 PM	Call From Charley Trombley	408055			
		Sales Manager states he has received closing docs, vehicle is being prepped, and he has called customer to schedule closing, possibly for Th or Fr as Sales Manager is out of office on Wed. Sales Manager states seeking verification that 408055 has received credit for repl vehicle. Advise that accounting has been instructed to credit 408055 for vehicle but I will have Analyst verify this has been completed. Sales Manager states to call Lynn, office manager, in his absence on Wed with an udpate.				
CARUSOL	05/12/2009 02:46:22 PM	E-Mail To Laura Micklus				
		Hi Laura,				
		In speaking with Charley Trombley of Langan VW, he mentioned he is seeking verification that 408055 has been provided a credit for the repl vehicle. I informed him that accounting has been requested to do so. However, he would like verification and information on where in the system to find the credit.				
		Therefore, could you please verify the credit has taken place.				
		Thanks, Leslie				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CARUSOL	05/13/2009 04:16:52 PM	E-Mail From Micklus				
Hi Kim,						
Please confirm that dealer 408055 was given a credit for this vehicle.see below						
Laura Micklus						
CARUSOL	05/13/2009 04:17:10 PM	E-Mail To Trombley; cc: Soucek; Mic 408055				
Hi Charles,						
In follow up to our conversation regarding 408055 being provided a credit for the replacement vehicle, please note that our accounting department has been requested to provide a credit to 408055. This credit should be reflected on Langan's bank statement. I will follow up with you via phone on Th 05/14/09 regarding this matter.						
In the interest of providing excellent customer service to Mr. Medina, it would be best to proceed in a timely fashion on providing the replacement vehicle to [REDACTED]						
If you have any further concerns or questions regarding this matter, please do not hesitate to contact me.						
Regards, Leslie						
CARUSOL	05/14/2009 02:10:13 PM	Call To Charles Trombley		408055		
DP states GM will not allow delivery of replacement vehicle to customer until 408055 has received credit for replacement vehicle. Advise that credit will be provided and that we recommend that delivery of vehicle to customer not be delayed while 408055 waits for payment. DP states he appreciates assurances from MRC that they will receive credit; however, he has informed customer that they are awaiting payment and once it is received they will deliver vehicle. Advise DP to check bank statement for credit. DP states that they received a phone call from VW personnel advising that EFT may be provided morning of Fri 05/15/09. DP states if credit is received then they will provide vehicle to customer on 05/15/09. DP states he will call me on 05/15/09 with an update.						
CARUSOL	05/14/2009 02:10:33 PM	Reviewed With MORRISC				
Reviewed						

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

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

<u>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	05/14/2009 02:10:46 PM	E-Mail To Soucek; cc: Micklus; Morri				
<p>Hi Richard,</p> <p>Charles said that per his General Manager they will not be providing the replacement vehicle to [REDACTED] until they receive credit for this vehicle. He said he did have a conversation with Ann from VW who said Langan should receive EFT on Friday morning, and he said that if they do receive the EFT they will provide the vehicle to the customer on Friday if possible.</p> <p>I assured him that we will provide a credit for the vehicle as we would not do business any other way.</p> <p>Charles said that he had a conversation with [REDACTED] and informed him that they had everything ready to go and would provide the replacement to him once they received payment from us.</p> <p>I expressed to him that it is in the best interest of customer service not to delay providing the vehicle to the customer while waiting for payment.</p> <p>Do you have any information or knowledge that you could provide to Langan to assure them of payment so they may proceed in providing the vehicle to [REDACTED] a timely manner, especially if they do not receive the EFT on Friday?</p> <p>Please let me know if you have any questions.</p> <p>Thanks, Leslie</p>						
CARUSOL	05/15/2009 12:36:29 PM	Call From Charley Trombley		408055		
CARUSOL	05/15/2009 12:37:12 PM	FAX From Charley Trombley		408055		
Fax of closing docs: lpoa, odo, soc, and bbrp.						
CARUSOL	05/15/2009 12:39:27 PM	Vehicle To 05/15/09				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CARUSOL	05/19/2009 10:22:43 AM	Note To Med/Arb (return of closing docs) Tracking no.: 941868138558E-mail notificationsOn Schedule InitiatedPicked upIn transitDelivered				
		In transit NORTH HAVEN, CT Shipment Dates Ship date May 18, 2009 Estimated delivery May 20, 2009 by 4:30 PM Destination ROCHESTER HILLS, MI				
CARUSOL	05/21/2009 08:46:13 AM	Attached Mail From CHARLEY TROM Closing docs: odo, lpoa, soc, title app, acf, vcr, bbrp, cnc, Final RO 25645, invoice for reg and prep of repl vehicle totalling \$237.00.				
CARUSOL	05/21/2009 08:49:54 AM	Final Repair Order (M/A only) From CI 408055 Final RO 25645				
CARUSOL	05/21/2009 09:00:17 AM	Approved By CARUSOL WVWFD71K48W [REDACTED] [REDACTED] reim to 408055 for repl vehicle reg and prep fees				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CARUSOL	05/21/2009 09:01:42 AM	E-Mail To Distribution				
		Hi,				
		Please place VIN 3VWRA71K99M [REDACTED] into service as of 05/15/09.				
		Customer:				
		[REDACTED]				
		Meriden, CT [REDACTED]				
		Thanks,				
		Leslie				
CARUSOL	05/21/2009 09:01:57 AM	E-Mail To Titles				
		Request for SOC				
CARUSOL	05/21/2009 09:02:18 AM	Vehicle To CB Auction Assignments				
CARUSOL	05/21/2009 09:15:19 AM	E-Mail From Heather Trisch				
		In-service complete				
		Heather Trisch				
ATMANIB	05/27/2009 02:24:09 PM	Attached Mail From Emma Bridges				
		received title				
CR_BATCH	06/02/2009 04:00:35 AM	Note To CARUSOL				
		EFT for amount \$ 237.00 processed on 06/01/2009. AP reference number: 00019304				

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

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

<u>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	06/03/2009 09:00:14 AM	E-Mail To Charles Trombley		408055		
		Hello Charles,				
		FYI the EFT for the replacement vehicle expenses for [REDACTED] has been processed. Generally, this amount is placed into the parts account.				
		EFT for amount \$ 237.00 processed on 06/01/2009. AP reference number: 00019304				
		Please let me know if you have any questions.				
		Thanks, Leslie				
CARUSOL	06/08/2009 03:56:40 PM	Mail To State of CT DMV				
		EON request for title branding upon re-issue				
CARUSOL	06/08/2009 04:01:06 PM	Note To RVDS				
		C - 50 days down due to 4 issues including valve body and transmission replacement within 2 days of purchase				
		C - Upper oil pan housing is porous and leaky				
		C - Replaced upper oil pan housing				
		RO 25645; mileage 10383				
CARUSOL	06/09/2009 09:26:25 AM	Assigned To MICKLUL				
		Disclosure complete. Forwarding folder for review.				
MICKLUL	06/10/2009 07:52:12 AM	Disclosure (M/A Only) To Im				
		Disclosure to VCI.				
ARMITAR	06/11/2009 03:42:01 PM	Note To CCC				
		File w/disclosure scanned to 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 New GTI 2.0T [REDACTED]	090128099	Customer Relations	WVWHV71K68W [REDACTED]	4,000		
SHORTK	05/20/2009 10:10:19 AM	Call From [REDACTED]				
<p>Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 2 vehicle(s); electronic component in transmission caused VEH to shut down; Customer is seeking/expecting VEH to be repaired and wants VW to verify status of part; working with Jesse; this customer perceives this to be a premature failure; Customer states he plans to file for lemon law next week if VEH is not repaired. CO advised customer his file will be escalated and evaluated by RCM. CO advised customer RCM would contact him by COB 5/21/09. CO to escalate to RCM.</p>						<hr/> Complaint 408091 Pr. Part: 3885-Mechatronics Pr. Rsn: H98 Other Warning Light <hr/>
SHORTK	05/20/2009 10:10:44 AM	Assigned To ccc				
<p>Customer seeking VEH to be repaired and be updated on status of electrical part. Customer states VEH has been down for 3 weeks today. Customer states DLR has not been able to provide update. Customer states 3 other VEH are down at DLR for same concern. Customer can be reached at # [REDACTED] RCM to contact DLR 408091</p>						<hr/> Inquiry 408091 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment <hr/>
MULLINT	05/20/2009 10:39:29 AM	Assigned To MULLINT				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	05/20/2009 11:45:28 AM	E-Mail To Greg Kostopoulos		408091		
***** Email to gkostopoulos@danburyvw.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 GTI

VIN: WVWHV71K68W [REDACTED]

Reason for Inquiry: customer is seeking for the vehicle to be repaired. Can you please advise me of what part is needing to be replaced on the vehicle and if you have an ETA for this. Also, when the vehicle was brought in for repairs. Thanks.

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

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

Thank you in advance for your help.

Tronda Mullins
(248) 754-3364

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RCM to email Part Manager.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	05/20/2009 11:46:54 AM	E-Mail To Josh Weeks		408091		

***** Email to jweeks@danburyaudi.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 GTI

VIN: WVWHV71K68W [REDACTED]

Customer's Description of Part: a transmission component.

Requested Information

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

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

Thank you in advance for your help.

Tronda Mullins
(248) 754-3364

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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>
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RCM to wait dealer email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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MULLINT	05/20/2009 01:37:13 PM	E-Mail From Greg Kostopoulos		408091		
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Good afternoon Tronda

The repair order was opened on April 29th and the part was ordered on April 30th. The part # is 000-325-025-ZD7 Mechatronics unit.

The status is currently a red order with no ETA.

Greg

The comments below are our latest attempt to secure a delivery date

Hello Peter -

I apologize but we are still waiting for an accurate eta from the supplier regarding this part. I will continue to keep you updated as more information becomes available.

Thank You,

Jeremy Rose

Parts Specialist

Parts Logistics

Volkswagen Group of America, Inc.

3800 Hamlin Road

Auburn Hills, MI 48326

Phone: 800-767-6552

Fax: 248 754 6423

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
						RCM to email dealer.
MULLINT	05/20/2009 01:43:48 PM	E-Mail To Greg Kostopoulos		408091		Greg, do you have a sale documentation number for the order? RCM to wait dealer email.
MULLINT	05/20/2009 03:56:13 PM	E-Mail From Greg Kostopoulos		408091		Hi Sales document # 1005630832 RCM to assign to level 2 for part review.
MULLINT	05/20/2009 03:56:47 PM	Assigned To CCC				Please review customer part concern for part number 000-325-025-ZD7 and sales documentation number 1005630832; Mechatronics unit. RCM to wait level 2 research.
PRENTIM	05/20/2009 04:08:28 PM	Assigned To MULLINT				This part is a mechatronic unit ordered on 4/30/09. Since it is made VIN-specific, it typically takes 6-8 weeks. Please allow until 6/25/09 for part to arrive.
MULLINT	05/21/2009 09:06:51 AM	Voice Mail To [REDACTED]				RCM LVMM: advised calling with update regarding the part for the vehicle; advised the part on order for the vehicle is built VIN specifically; advised it typically takes 6-8 weeks for this part to be built and delivered; advised at this time we would recommend them staying in contact with dealer 408091 as they would have the most up to date information for the vehicle. No further action.
WILLIAC2	05/22/2009 09:30:04 AM	E-Mail From [REDACTED]				Ownr/Cntc talked to Jesse at the dealership. My car has been in for repair for 3 weeks. If the vehicle is not repaired by next week I will pursue a new vehicle under the CT lemon law. By the way you were supposed to contact me at the latest this afternoon after I spoke to a phone rep Wed

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	05/22/2009 09:48:40 AM	Voice Mail To	[REDACTED]			
						RCM LVMM: advised returning call regarding email being received; advised if there is further information needed to contact CCC. No further action, pending call.
MULLINT	05/28/2009 02:08:57 PM	Call From	[REDACTED]			
						(Customer contacted RCM direct line) Customer states he is seeking to speak with RCM regarding the part that is on order for the vehicle; advised that the vehicle already been down for one month and it is possible that the vehicle will be down another month; he is thinking about looking into lemon law and under his state guidelines he can do this; advised seeking what information is available about this. RCM advised the part that is needed for his vehicle is made VIN specific; advised these type of part typically take 6-8 weeks to come in; advised as a Goodwill gesture to him as we understand that this is an inconvenience for him we will provide a one month vehicle payment; once the vehicle has been repaired we can look into further compensation. Customer states ok; he would like to know more about the lemon law. RCM advised this is not something that RCM has information regarding; advised we do have a Med/Arb department here that deals specifically with this, however they only respond to Correspondence. Customer states he is seeking some type of documentation stating what is needing to be replaced on the vehicle; no one can tell him exactly what needs to be replaced. RCM advised it is the Mechatronic unit that needs to be replaced on the vehicle; advised if he is seeking documentation about this RCM can have that sent to him in 7-10 business days. Customer states he is seeking to know who he would send the vehicle payment information to. RCM advised to send this to RCM the credit will be made to his VCI account; advised it will take 4-6 weeks for this payment to be made; advised of mailing address 3499. Customer states he will send this in. RCM to assign to Correspondence to send mail to customer.
MULLINT	05/28/2009 02:16:43 PM	Assigned To	CCC			
						Please send letter to customer stating that the mechatronic unit is what needs to be replaced on the vehicle. Correspondence to send mail to customer.
MULLINT	05/28/2009 02:22:37 PM	E-Mail To	Tony Schummel			
						RCM sent email to FOM and CC Brian Lindsay; RCM advised at this time the customers vehicle has been down for 30 days waiting on the mechatronic unit; advised the customer has been offered a one month vehicle payment; advised the customer stated that he may still look into lemon law. Correspondence to send mail to customer.
FOXK1	05/29/2009 09:32:44 AM	Assigned To	DELANDG			

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DELANDG	06/01/2009 09:32:40 AM	Mail To	[REDACTED]			
	Letter has been generated, sent to Customer, and can be viewed in the Doc Center. CA to reassign.					
DELANDG	06/01/2009 09:33:26 AM	Assigned To	MULLINT			
	Letter has been sent to CUST. RCM to review and close.					
CLAYTOY	06/17/2009 04:41:21 PM	Return Call From	[REDACTED]			
	Customer states he is seeking to have VW mailing address to send his vehicle coupon so VW can make is June vehicle payment. CO adviesd the customer VW CCC fax number. RCM to review and close.					
MULLINT	06/17/2009 04:53:26 PM	Note To	CCC			
	Case reviewed and closed.					
WILLIAC2	06/18/2009 09:43:02 AM	FAX From	[REDACTED]			
	Fax in doc center.					
MULLINT	06/18/2009 11:55:23 AM	Note To	CCC			
	851659131, WVWHV71K68W [REDACTED] [REDACTED], VW to EFT customer VCI account for one month vehicle payment due to the time without the vehicle. Total EFT is \$466.12. RCM to wait check.					
CR_BATCH	06/25/2009 04:00:30 AM	Note To	MULLINT			
	Amount for \$ 466.12 was Posted on 06/24/2009. AP reference number: 40033722					

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 New GTI 2.0T [REDACTED]	090128259	Customer Relations	WVWFD71K88W [REDACTED]	13,300		Complaint 406416 Pr. Part: 3435-Transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
LANDRYK	05/20/2009 12:59:52 PM	Call From [REDACTED]				Suggestion Rsn: 82J Improvement
Customer states: calling regarding case number 90089417; QTM did look at the vehicle; the transmission was pulled and the flywheel and clutch pack replaced; concern has returned; VEH is now grinding when he shifts gears; he spoke with Service Manager at Dealer 406416 who is contacting FOM and is supposed to call him back at the end of the week; understands the Dealer's hands are tied and they have to follow VW recommendations; feels he has gotten a lemon; wants a new transmission; not a rebuilt one that has been repaired; wants to be able to enjoy the vehicle; feels he is being cheated usage out of his vehicle; Dealer keeps replacing parts an VW is spending a fortune in repairs; would like to suggest that VW put better tires on the vehicle; his are almost worn out already. Customer seeking: a new transmission. CO advised: will note suggestion; can escalate to RCM for a review of request; cannot guarantee that Customer expectation will be met; RCM will follow up with Customer by COB 5-21-09 to let Customer know if there is an update on when the FOM will be out to the Dealer; will not be able to give an answer on request for a new transmission until after vehicle is diagnosed. CO to forward to RCM for review.						
LANDRYK	05/20/2009 01:19:15 PM	Assigned To CCC				Praise Rsn: 73J Treatment by Personnel
Please contact Dealer 406416 to see if they know when the FOM will be able to look at the vehicle; vehicle concerns have returned as well as grinding when the vehicle is shifted; Customer can be reached on his home phone [REDACTED] best between 12 p.m. and 5 p.m. RCM to review.						
PABSTM	05/20/2009 02:14:24 PM	Assigned To PABSTM				Inquiry Rsn: 42J New Purchase Assist
PABSTM	05/20/2009 04:01:31 PM	Call From Jamie Kaliszewski				
RCM advised of the customers call still asking for a new transmission. FOM advised that the Service Manager at dealer 406416 called him a week ago, 5/13/09 stating that there is not something right, but the FOM has not heard from the SM since. FOM advised the DSG transmission is basically a manual transmission with technology, the Mass fly wheel is not new, everyting in the transmission has been replaced except the gears, there would be damage, metal shavings to the gears, that the FOM will get information from the Service Manager and advise the RCM. RCM to wait field contact.						

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CUSTOMER COMMENT DETAIL REPORT
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PABSTM	05/21/2009 05:57:30 PM	Call To [REDACTED]				
RCM advised our field representatives are involved and the RCM will call the customer by the COB Friday, 5/22/09. Customer asked to be called on his Cell [REDACTED] RCM to call the FOM.						
PABSTM	05/22/2009 11:34:22 AM	E-Mail From Jamie Kaliszewski		406416		
Hi Tom,						
Dealer 406416 Kelly VW has a customer with a 2008 GTI, the customer has had a DSG issue, we replaced the mechatronics and recently Dave suggested clutch packs as well.						
Now after putting on a little more than 1,000 mile, the customer indicates he has more transmission issues.						
The customer has been in contact with CR with his concern and has been requesting a transmission.						
I would like to request that Dave visit the vehicle and verify no technical issues so we can tell the customer if there is a technical issue. I suspect there is not, if we can rule out any issues we can inform the customer.						
There is not a VTA currently opened on this vehicle since it has not been into the dealer since the last repair. The most recent VTA (same issue) is 447572.						
I will be on vacation next week an unable to be there for support, the dealer is contacting the customer to establish a day later in the week.						
WVWFD71K88W [REDACTED]						
Thank you, Jamie Kaliszewski RCM to call dealer 406416.						
PABSTM	05/22/2009 11:36:45 AM	Call To todd Stroh		406416		
Service Manager advised there is an appointment with the QTM (Dave Free) set for Thursday, 5/28/09, and the Customer has been communicating with the Service Manager/DO Mike Egan. RCM advised will advise the customer to stay in touch with the Service Manager/DO, as the field is involved. RCM to call the customer.						

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PABSTM	05/22/2009 11:46:14 AM	Call To [REDACTED]				RCM advised the appointment with the QTM at dealer 406416. Customer states he is also working with the sales manager Pat Sullivan about getting into a new car, as he probably won't be happy even if the car is repaired. RCM advised will mail him a \$1500 loyalty voucher towards the purchase or lease of any new VW, at any VW dealer, to be used on top of all other incentives, and presented after the price negotiations, and will go to the customer within 7-10 business days, that with our field involved, to continue staying in contact with Mike Egan, but to call CCC if he needs any further assistance. RCM to contact the FOM.
PABSTM	05/22/2009 12:07:25 PM	E-Mail To Jamie Kaliszewski				<p>Hello Jamie,</p> <p>Just spoke to Todd Stroh at 406416 and the customer. We have an appointment with Dave Free on Thursday, 5/28/09, the customer is also working with Pat Sullivan in sales, as he doesn't think he wants to keep the car, even if it's repaired. SO - I am mailing him \$1500 loyalty voucher to assist with any trade in. The customer has been advised that since this is now handled with the field, (QTM) CARE is no longer involved.</p> <p>Have a great week.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center RCM to assign to team 5.</p>
PABSTM	05/22/2009 12:08:28 PM	Assigned To ccc				Please mail \$1500 loyalty voucher to the customer for his concerns with the transmission. CO to mail to the customer.
BICKMAD	05/26/2009 05:28:09 AM	Assigned To GORALCT				
YOUNGLI	05/26/2009 11:02:08 AM	Return From [REDACTED]				Customer stated, he is seeking to speak to RCM, regarding something she previously stated in conversation regarding same concern. CA advised, can transfer Customer to RCM, if RCM is not available would Customer like to go to RCM VM. Customer stated, yes. CA to call the RCM.

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

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YOUNGLI	05/26/2009 11:03:56 AM	Call To Michelle Pabst				
		RCM not available, Customer transferred to RCM VM. CA to do note to user.				
YOUNGLI	05/26/2009 11:05:02 AM	Note To CCC				
		CA advised, RCM is out of office, CA to call the Customer.				
YOUNGLI	05/26/2009 11:08:55 AM	Call To [REDACTED]				
		CA advised, was advised, after transferring CUST, that RCM is not available today, seeking to know if CUST would like to speak to someone else. CUST stated, he has already called back and did get the information he was seeking, does not need anything further. Send letter to CUST.				
GIROUXS	05/26/2009 11:10:36 AM	Call From [REDACTED]				
		Customer states: was just transferred to RCM voicemail, but she's out of the office the rest of the week; just seeking to verify amount of voucher. CA advised: amount is \$1500; good towards a purchase or lease of a new Volkswagen; can be used as full or partial a down payment and in conjunction with any other discounts or deals; looks like voucher should be generated and mailed out today, so customer should see it by the latest early next week. Customer states: just wanted to verify amount; will be working with dealer to try and get a good deal, since his GTI is about to go back to dealer for the transmission to be replaced. CA acknowledged, invited customer to call should there be any further questions or concerns. Correspondence to generate and mail voucher.				
GORALCT	05/26/2009 11:42:34 AM	Mail To [REDACTED]				
		CA generated and sent mail to owner which can be viewed in the doc. center. CA to send email to Sales Manager.				
GORALCT	05/26/2009 11:45:38 AM	Note To CCC				
		No email available for Sales Manager at dealer 406416; CO to send email to SOM.				

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GORALCT	05/26/2009 11:49:42 AM	E-Mail To Dan Remillard-\$1500				
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***** Email to dan.remillard@vw.com *****

FYI ONLY: SOM ; Customer Loyalty Certificate Alert

Hello!

The following Customer has had recent concerns with their vehicle. Lately, they have been servicing their vehicle at Dealer 406416. As a means of keeping them as a Volkswagen owner, we have offered (and the customer has accepted) a Customer Loyalty Certificate in the amount of \$1500.00. It is valid until November 26, 2009. This voucher is only applicable to the sale or lease of a new Volkswagen. It cannot be applied to a used vehicle or a CPO vehicle. Please be aware there is no guarantee that this customer will shop for their new VW at the dealer listed above.

The Certificate is being mailed out today, and will reach the Customer in 7-10 days. We have also sent an e-mail to the Sales Manager regarding this information as well.

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFD71K88W [REDACTED]

Customer Concern: Customer contacted CCC in regards to the transmission replacement needed for their car.

Thank you for your help.

Tracy Goralczyk
(248) 754-3594

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.

CA to reassign to RCM.

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GORALCT	05/26/2009 11:50:09 AM	Assigned To PABSTM				RCM to review.
ZIEHMEC	05/26/2009 12:08:23 PM	Note To CCC				RCM reviewed and closed. No further action.
CLAYTOY	05/29/2009 11:39:36 AM	Return Call From [REDACTED]				Customer states he is seeking to speak with the RCM regarding additional questions about the case. CA advised the customer the back up RCM would have to address the customer's concern but if the back up RCM is not available the customer could leave a voice mail message. CA transfer the back up RCM.
CLAYTOY	05/29/2009 11:47:01 AM	Transfer To Ms Mullinis				Transfer to RCM.
HOWARDB	05/29/2009 12:35:07 PM	Return Call From [REDACTED]				Customer called to speak to a RCM. CA placed the Customer on hold to transfer to RCM.
HOWARDB	05/29/2009 12:35:53 PM	Transfer To Darrell-RCM Western				(RCM is out of the office) CA transferred to the RCM. RCM to continue call with the Customer.
ZEHELD	05/29/2009 12:44:12 PM	Continued Comment With [REDACTED]				Customer states was offered a \$1500 loyalty voucher; seeking to know if VW will provide additional loyalty money as Customer is seeking to get in to a new 2009 GTI; wants a stick shift so he doesn't have the transmission concerns he has with his current vehicle; has owned 4 new VW's; asked for a new transmission but VW didn't meet his expectations; has had fly wheel, clutch, and mechatronics replaced but vehicle still has a shifting concern; waiting for regional rep to inspect vehicle and provide more assistance to get in to a new vehicle; very close to buying a new VW. RCM advised would not be able to offer more than \$1500 towards a new VW; concerns are documented; if Customer needs loyalty voucher money prior to certificate arriving he can call CCC and we can contact VW Dealer. RCM to review and close.

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MULLINT	05/29/2009 01:33:34 PM	Voice Mail From	[REDACTED]			
	Customer LVMM (prior to Western RCM speaking with customer): customer states he has a question and is seeking a return call. Western RCM has already spoken with customer. No further action.					
LANDRYK	06/01/2009 04:47:02 PM	Return Call From	[REDACTED]			
	Customer states: seeking to speak with RCM. CA advised: RCM is out of office; did review file; is Customer seeking anything further. Customer states: wanted to thank RCM; is trying to get out of this vehicle and into a new VW; needs an additional \$3000 to make the deal; VW has given him \$1500 in Dealer loyalty; FOM is hard to reach; may be at Dealer today; was already upside down on this purchase; will be even more upside down than before; Dealer advised FOM can authorize the money; QTM looked at vehicle last week; drove 20 miles; Dealer has done all of the repairs recommended; vehicle is still screwed up; Dealer has offered \$16K as a trade in; the sticker on the vehicle he would like to get into is \$25K; Dealer is trying to get \$3K from VW and want \$3K from him; this is a VW problem; has asked Dealer if they are going to give him a new transmission; when he pulls out of somewhere the VEH will not move; then it will begin jerking. Customer seeking: another \$1500 in loyalty voucher or a new transmission. CA advised: would like to have RCM review new information and research further for Customer; RCM will follow up with Customer by COB 6-2-09. RCM to review.					
PABSTM	06/02/2009 10:54:57 AM	Call To Jamie Kalisewski				
	FOM advised the QTM found car operating as designed, there is nothing wrong with the transmission. RCM advised of the custoemrs loyalty to VW and of the custoemrs recent requests for further assistance to get into another VW. FOM advsied he will talk to dealer 406416 and call the RCM back. RCM to wait field contact.					
HOFFMAB	06/02/2009 01:55:05 PM	Call From	[REDACTED]			
	Customer seeking to speak with RCM. CA to transfer call.					
HOFFMAB	06/02/2009 01:55:37 PM	Call To Associate - Eastern Region				
	RCM not available. CA to return to customer.					
HOFFMAB	06/02/2009 01:57:26 PM	Return To	[REDACTED]			
	CA advised RCM not currently available, but she will alert her to his call. Customer states he would like return call on cell 570-677-2589 RCM to review					

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PABSTM	06/02/2009 02:07:15 PM	Return Call From	[REDACTED]			FOM advised he has talked to the Service Manager at dealer 406416, who has all the information, and that the dealer is aware that VW can offer the customer a maximum of \$3000 to get out of the GTI. RCM to call the customer.
PABSTM	06/02/2009 02:47:53 PM	Call To	[REDACTED]			Customer states that he used to go to WVM, but Art retired Pat Sullivan is his son bought used GTI from dealer 406416, sat in used car lot, 18 inch wheels became an issue does not trust the sales person, the deal is no different than what is coming off the street, giving customer \$16000 for trade in, will charge the, dealer needs \$6000, as he is upside down from trading in a Nissan for the GTI. RCM advised having provided the \$1500, VW can give the dealer another \$1500 for the trade in, but not more, advised of the NADA trade in values, and to work with the dealer for negotiating the best trade in values, and price on the new car, as the RCM does not get involved with the sales negotiations. Customer states that he has a new set of tires bought on line on sale, as the car should be sold with new tires. Customer advised the salesman from the dealer is on the phone, has advised the customer that VWoA provided \$3000, but only \$500 is coming from CCC. RCM advised will call dealer 406416 and call the customer back within the hour. RCM to call the FOM.
PABSTM	06/02/2009 03:10:50 PM	Call To Jamie Kaliszewski				RCM advised of the dealers call to the cusogtmer. FOM advised the \$500 is probably incentive money. RCM advsied VW.com does show \$500 customer loyalty for the GTI for the mnoth of June 2009, and that the RCM can call the dealer 406416 to confirm. FOM advsied he will call the dealer and advise the RCM. RCM to wait field contact.
PABSTM	06/02/2009 03:12:38 PM	Call From Jamie Kalisewski				FOM advised he confirmed with dealer 406416 that the \$500 referred to by the dealer is the \$500 customer loyalty incentive. RCM to call the customer.
PABSTM	06/02/2009 03:15:36 PM	Call To	[REDACTED]			RCM advised that VW has provided a total of \$3000, \$1500 in loyalty voucher, \$1500 matched by the field, and then an additional \$500 which is on Vw.com as an exclusive owner incentive. Customer states that something else must have been worked out as the dealer got him a lower monthly payment than he is paying now and the customer only needs to come up with \$1000. RCM advised not getting involved in sales negotiations, but to print the NADA trade in values and negotiate his best trade in. Customer states the dealer is calling the customer back. RCM wished the customer well. No further action.
ALEXANLA	06/05/2009 09:22:07 AM	Call From	[REDACTED]			Customer states seeking to speak with RCM as he wanted to thank her. CA to transfer Customer to RCM.

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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>
ALEXANLA	06/05/2009 09:23:04 AM	Transfer To Michele				
		CA transferred Customer to RCM. RCM to continue with Customer.				
PABSTM	06/05/2009 09:27:33 AM	Continued Comment With THOMAS S				
		CUST called to thank the RCM for helping him get into the newer GTI, it's the color he originally wanted, with a manual transmission, his first car was a new 1979 rabbit diesel, he loves the small, fast VW's, he has a VW guitar, 2 fasts and wonders what VW will send him next. RCM advised being aware that there are no other Fast's available, but thanked the customer for the call. RCM to research Driver Gear for GTI merchandise.				
PABSTM	06/05/2009 10:06:35 AM	Note To ccc				
		RCM found Fast keychain. RCM to assign to team 5 for letter.				
PABSTM	06/05/2009 10:14:52 AM	Assigned To ccc				
		Please prepare a letter to the customer thanking him for his call to CCC this morning, 6/5/09, that we are thrilled he is happy with the new White,GTI, and are enclosing a FAST keychain, and tools for interior upkeep. RCM has the items to be mailed to the cusotmer at RCM desk. CO to prepare letter.				
BICKMAD	06/08/2009 05:17:46 AM	Assigned To DELANDG				
DELANDG	06/09/2009 04:25:23 PM	Mail To [REDACTED]				
		Letter has been generated, forwarded to RCM, and can be viewed in the Doc Center. CA to reassign				
DELANDG	06/09/2009 04:26:49 PM	Assigned To PABSTM				
		Letetr has been generated. RCM to review and close.				
PABSTM	06/09/2009 06:10:15 PM	Note To ccc				
		RCM delivered letter, key chain and seat cleaner to mail for packaging and mailing to the customer. No further action.				

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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 New GTI 2.0T [REDACTED]	090129342	Customer Relations	WVWFV71K88W [REDACTED]	15,000		
AUSTINS	05/21/2009 11:54:16 AM	Call From [REDACTED]				Complaint 425121 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
	Customer states: his vehicle has been in the shop for two weeks; the Customer was told by the Dealer 425157 that his valve body needs to be replaced; the parts ETA is June 6th; that would be five weeks he would be without his vehicle; Customer is seeking to get his vehicle back as soon as possible; the doc number is 100565773; the Dealer told the Customer that they may be able to replace the transmission but they would need authorization to do so. CO advised: the Dealer would be the best resource to getting updates on the part status; the Dealer would need to be in contact with their recourses to see if the transmission will be replaced or the Dealer will continue to wait for the valve body. Call was disconnected. CO to call Customer.					Suggestion 425121 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
AUSTINS	05/21/2009 12:51:11 PM	Call To [REDACTED]				
	CO advised: we can contact the Dealer 425157 to see if they are taking steps to try to get this part in sooner or to see if they have taken steps to see if the transmission can be replaced instead; CO will assign this case to an RCM for handling; RCM will contact Customer by COB tomorrow (05/22). CO to assign to RCM.					
AUSTINS	05/21/2009 12:58:21 PM	Assigned To Southern				
	Customer needs a repair to his transmission; the Dealer 425157 has ordered a valve body and will not be in until June 6th; the Customer was told that the Dealer may be able to replace the transmission which would be installed much sooner; the Customer is seeking to have RCM see if the part can come in sooner or to see what steps the Dealer has taken to find out if the transmission can be replaced instead; please contact Customer by COB tomorrow (05/22) at his home phone number [REDACTED]. RCM to email Dealer.					
BALDWIA	05/21/2009 01:54:39 PM	Assigned To BALDWIA				
BALDWIA	05/22/2009 10:19:23 AM	Voice Mail To Jamey Warneke		425157		
	RCM advised seeking to speak to Service Manager regarding customer concern. Wait dealer call.					

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

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BALDWIA	05/22/2009 11:53:48 AM	Call From Jamey Warneke		425157		
		Service Manager advised he has a concern in February for no start and immobilizer concern. RCM advised concern is with transmission. Service Manager advised he does not have Customer's vehicle in his shop at this time. RCM to call Customer to verify what dealer the vehicle was at.				
BALDWIA	05/22/2009 04:18:15 PM	Call To [REDACTED]				
		RCM advised calling regarding customer's concern; asked which dealer vehicle was at. Customer states he took the vehicle was at 425121. RCM advised would contact proper dealer and call customer by COB on Tuesday 5-26-09. RCM to contact dealer 425121.				

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BALDWIA	05/26/2009 12:24:09 PM	E-Mail To Tim Kimber		425121		

***** Email to tim@metrovwtx.com; *****

ACTION REQUIRED: Service Experience

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

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWV71K88W [REDACTED]

Customer concern:

[REDACTED] states he needs a valve body for his vehicle which your dealer has ordered but will not be in until June 6th. He states he was told that your dealer may be able to replace the transmission which would be installed much sooner.

The customer is seeking the following:

[REDACTED] is seeking to have the part expedited or to have your dealer begin the process to have the transmission replaced instead.

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

Thank you in advance for your help.

Aaron Baldwin
(248) 754-3581

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

RCM to wait dealer email.

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BALDWIA	05/26/2009 04:09:35 PM	E-Mail From Tim Kimber		425121		<p>Hello, We have a megatronics unit on order for this vehicle. Car down order. We cannot cancel this red order. If we order a trans. now and the megatronics shows up it is a non returnable part. Please advise. We would be more than happy to put trans. in. Thanks Tim. RCM to call customer.</p>
BALDWIA	05/26/2009 05:52:22 PM	Call To [REDACTED]				<p>RCM advised calling regarding customer vehicle concern; RCM has been advised by Service Manager the part that we are waiting on is a VIN specific part and can take 4-6 weeks to be built and shipped; we would not be able to expedite the part or replace the transmission; RCM is waiting on information in order to try to obtain the status of the part; will call customer with update no later to COB on Thursday 5-28-09. Customer states he is still frustrated because of the vehicle being down for so long since it is a new vehicle. RCM to contact dealer.</p>
BALDWIA	05/27/2009 09:06:27 AM	E-Mail From Mike Money		425121		<p>Sales doc # is 1005657773. RCM to research.</p>
PRENTIM	05/28/2009 10:32:37 AM	Note To CCC				<p>Part # for mechatronic unit is 000-325-025- X-ZD7. This part is a VIP part, built VIN-specific. It was ordered on 5/11/09. Please allow 6-8 weeks for delivery.</p>
FOXK1	05/28/2009 03:01:34 PM	Call To [REDACTED]				<p>ES advised the customer our parts people are stating 6-8 weeks, the part was ordered 5/11 and is made VIN specific, we will follow up 6/15 for any possible updates, seeking if he is making vehicle payments. Customer advised he is. ES advised once the part is arrived we will research some goodwill due to the early concern and the delay. Customer advised he would appreciate that. ES set follow up date for 6/12.</p>
BALDWIA	06/12/2009 02:39:41 PM	Voice Mail To Mike Money		425121		<p>RCM advised calling about customer part concern to see if the part had arrived. Wait dealer call.</p>
ZIEHMEC	06/12/2009 03:30:08 PM	Return Call From Mike		425121		<p>Part Manager states that the part arrived on 6/5, is repaired and back with the customer. RCM to call customer.</p>

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EDWARDAM	06/15/2009 10:36:35 AM	Call To [REDACTED]				
		RCM attempted to call Customer, someone answered, and then line dropped. RCM to call Customer.				
EDWARDAM	06/15/2009 10:37:05 AM	Call To [REDACTED]				
		RCM advised understands his vehicle has been down for sometime waiting on a mechatronic unit; it's come in and hope his vehicle has been running fine since it's been replaced; we would like to compensate him for the downtime with offering reimbursement of a vehicle payment; seeking if Customer would like accept this. Customer states he would as that seems fair. RCM advised would need a copy of the paystub or statement he receives from VCI; if that could be faxed to #6504 attention to his reference number; does take 4 to 6 weeks to clear and Customer should continue to pay his payments as normal; if there is any further questions he is welcome to contact CCC. No Further Action, pending Customer fax.				

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2008 New GTI 2.0T [REDACTED]	090133511	Customer Relations	WVWFV71K08W [REDACTED]	10,000		Complaint 426074 Pr. Part: 3885-Mechatronics Pr. Rsn: 95J Length of time for repairs
DEARB	05/27/2009 12:37:08 PM	Call From [REDACTED]				Complaint Part: 3885-Mechatronics Rsn: T07 Auto/Hybrid - Gearshift hard to operate
	Customer states: calling regarding concerns with the vehicle; took vehicle into dealer 426074 for repairs; when attempting to reverse while being parked on a hill the vehicle will not move; customer brought vehicle to a couple other dealers before current dealer 426074 who is repairing vehicle; currently vehicle has been down for 3 weeks for repairs; dealer does not know when parts will arrive; customer is paying \$375 a month in vehicle payment to purchase vehicle and does not have the vehicle; customer is seeking to know when the parts will arrive for the vehicle and seeking another vehicle while waiting for repairs; seeking for the vehicle to be repaired. CO advised: at this point we would like to escalate case to RCM for review; RCM can research Customer request for assistance; if vehicle concerns are due to manufacture shortcomings in materials and or workmanship then customer should be provided a rental at \$25 a day; will have RCM contact customer back by COB tomorrow with an update. Customer states: seeking to be called at [REDACTED] CO to assign to RCM					
DEARB	05/27/2009 12:46:18 PM	Assigned To CCC				Complaint 426074 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
	Customer is seeking a rental vehicle while waiting for vehicle to be repaired, update on parts status, and vehicle to be repaired. RCM to review					
ZEHELD	05/27/2009 01:05:14 PM	Assigned To ZEHELD				
	Dealer 426074 Service Manager doesn't have e-mail RCM to call Dealer 426074.					
ZEHELD	05/27/2009 01:12:29 PM	Voice Mail To Joe Cabral		426074		
	RCM LMTRMC. RCM to wait Dealer 426074 call.					
ZEHELD	05/27/2009 06:49:53 PM	Call To Joe Cabral		426074		
	Service Manager states vehicle has been at Dealer 426074 since 5/8; techline was involved; vehicle needs new mechatronic value body unit; techline advised Customer can drive vehicle but Dealer 426074 is not recommending it; Customer is not in a loaner. RCM advised Service Manager to transfer RCM to Part Manager for parts information. RCM to continue comments with Dealer 426074 Part Manager.					

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ZEHELD	05/27/2009 06:53:58 PM	Continued Comment With Ron		426074		
	Part Manager states the following:					
	Part number: VW02E-325-025ADZD					
	Order Date: 5/11/09					
	Sales Document # : 1005658112					
	ETA is 6/15/09.					
	RCM to assign to level 2.					
ZEHELD	05/27/2009 07:17:52 PM	Assigned To ccc				
	Part number: VW 02E-325-025ADZD					
	Order Date: 5/11/09					
	Sales Document # : 1005658112					
	ETA is 6/15/09.					
	RCM has ETA seeking to level 2 to confirm this information; Customer is also seeking a rental as vehicle has been down since 5/8. RCM to wait level 2.					
PRENTIM	05/28/2009 08:02:26 AM	Assigned To ZEHELD				
	Mechatronic unit is VIP part built VIN-specific. This usually takes 6-8 weeks. The part was ordered on 5/11/09. Please allow until end of June for part to arrive. If not received by 6/30, please re-escalate.					
ZEHELD	05/28/2009 12:49:10 PM	Call To Ed Groth				
	RCM LMTRMC; seeking to discuss rental consideration for mechatronics. RCM to wait FOM call.					
ZEHELD	05/28/2009 12:56:34 PM	Return Call From Ed Groth				
	RCM advised of concerns. FOM agrees that Customer should be in a loaner vehicle and will approve it. RCM advised will get in touch with Dealer 426074 and handle the concerns. RCM to call Dealer 426074.					

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ZEHELD	05/28/2009 01:10:14 PM	Voice Mail To Joe Cabral		426074		RCM LMTRMC. RCM to wait Service Manager call.
ZEHELD	05/28/2009 06:07:05 PM	Call To Joe Cabral		426074		Service Manager states will place Customer in a loaner vehicle; has advised SA, Oscar to place. RCM advised will follow up on Customer next month when part arrives. RCM to call Customer.
ZEHELD	05/28/2009 06:19:42 PM	Call To [REDACTED]				RCM advised part is not expected to arrive until 6/15; VW will provide a loaner vehicle while Customer is waiting for the part to arrive; Customer should go to Dealer 426074 to obtain loaner vehicle. Customer states dissatisfied that multiple VW Dealer's weren't able to find the concern sooner; dissatisfied that the vehicle has been down for so long. RCM advised VW Dealer's have to be able to duplicate concerns in order to fix them; part takes so long because it is VIN specific; understands Customer frustration and would be willing to research in to compensation for vehicle down time after the vehicle has been repaired. Customer states appreciates the consideration. RCM advised will call Customer and Dealer 426074 before COB on 6/15. Customer seeking RCM to call back and leave voicemail message with RCM info and reference number. RCM to call Customer and leave voicemail message.
ZEHELD	05/28/2009 06:24:57 PM	Voice Mail To [REDACTED]				RCM LVMM; advised of reference number and CCC phone number; will call Customer before COB on 6/15. RCM to close case pending Dealer 426074 follow up on 6/15. RCM to call Dealer 426074 on 6/15.
ZEHELD	06/15/2009 02:35:22 PM	Call To Ron		426074		Part Manager states shows that Repair Order for Customer was closed on 6/5. RCM to speak with Service Manager.
ZEHELD	06/15/2009 02:36:18 PM	Voice Mail To Joe Cabral		426074		RCM LMTRMC. RCM to wait Service Manager call.
ZEHELD	06/15/2009 04:07:43 PM	Return Call From Joe Cabral		426074		Service Manager states vehicle was down from 5/8 - 6/5; vehicle has been repaired since 6/5 and Customer has taken delivery. RCM to call Customer and offer 1 month vehicle payment.

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

ZEHELD 06/15/2009 06:11:25 PM Call To [REDACTED]

Customer states seeking to know if all the electronics were replaced on the transmission; transmission is shifting differently than before; concerned that it took 3x to fix problem and vehicle was down for weeks; seeking an extended warranty for concerns. RCM advised doesn't believe all the electronics were replaced on the transmission; difference in shifting may be due to updated part; suggested that if shifting is concerning Customer he should take a test drive with a Service Advisor to determine if it is characteristic of the vehicle; each VW Dealer is responsible for their own workmanship and it may take time to duplicate a concern which is why it took 3x to find Customer issue; VW will not provide an extended warranty for concerns but concerns have been documented in Customer file in case they need to be revisited in the future; would like to offer 1 months vehicle payment due to down time; Customer can fax over payment coupon and RCM will issue credit to VW credit which will show up on Customer bill in approximately 1 month: Customer should continue to pay bill: call CCC for any further concerns. Customer

[REDACTED] 090133785 Customer Relations WVWFV71K58W [REDACTED] 7,000

GIROUXS 05/27/2009 04:00:30 PM Call From [REDACTED]

Customer states: needs a part for transmission; something like mechatronics; dealer advised part is coming from Germany and will take 2-3 weeks; seeking to know why it will take this long. CO advised: if component is mechatronics, that is a component that has to be made specifically for VIN; part needs to be manufactured before it is shipped from Germany, and this will take some time; we don't have further information beyond that; customer will need to keep in contact with dealer for most up to date ETA. Customer acknowledged, advised very unhappy that this is necessary so soon, vehicle only 6 months old. No further action.

Complaint 402107
Pr. Part: 3885-Mechatronics
Pr. Rsn: T03 Auto/Hybrid -
Slips/shifts erratically

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2008 New GTI 2.0T [REDACTED]	090135603	Customer Relations	WVWFV71K78W [REDACTED]	15,000		Complaint 401079 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
CLAYTOY	05/29/2009 05:06:32 PM	Call From Mother [REDACTED]				Complaint 401079 Part: 3885-Mechatronics Rsn: 38Q Backorder
<p>Customer states: she does not have the VIN number, Original owner; Customer leased from VW Credit; This customer/family has owned one vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues had the radio placed at dealer 401207 due to the static in the speakers; has a service contract; current symptoms are hesitation or jerking of the transmission and the radio speakers has static. Dealer 401079 advised the mechatronics needs to be replaced and it could take three or four weeks also the radio needs to be replaced. Customer states the radio has already been replaced the static in the speakers are not from the radio unit; Customer is seeking/expecting VW to allow the customer to keep the loaner or provide a rental vehicle. Customer states she refuse to give the loaner back. CO advised the customer would be charged for the loaner or rental vehicle. Customer states VW is not going to charge the customer and she is not going to bring the loaner vehicle back because it is not safe for her son to drive the vehicle. Customer states it hesitates going forward and in reverse which makes it easy to get into an accident; working with Patrick Owens. CO advised the customer VW would evaluate the customer request for possible assistance. Customer states she tried to take the vehicle to dealer 40101 for the transmission concern and they had the customer waiting for two hours before they advised their transmission mechanic was on vacation until 6-2-09. CO advised a RCM would call the customer by the COB on 6-1-09. Customer states she wants a call today. CA advised the customer it is 2 minutes before 5PM and VW CCC closes at 5PM. CO to assign to RCM.</p>						Inquiry 401079 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
CLAYTOY	05/29/2009 06:02:03 PM	Assigned To CCC				Suggestion Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
<p>Customer prefers a call by the COB today 5-29-09 however the CO advised the VW CCC closes at 5PM Eastern Standard Time. CO advised the customer would receive a call by the COB on 6-1-09. RCM please call the customer as soon as possible. Customer is seeking dealer 401079 to allow her to keep the loaner vehicle or for VW to provide a rental vehicle until the mechatronic unit in the transmission and the radio is repaired. Customer states dealer 401207 replaced the radio previously due to static in the speakers. Customer states replacing the radio a second time is not going to correct the static in the speaker problem. Customer complained dealer 401011 having the customer wait two hours prior to advising the customer their transmission mechanic is on vacation until 6-2-09. RCM to follow up.</p>						Complaint 401207 Rsn: 54Q Extensive Repair History
EDWARDAM	06/01/2009 08:14:36 AM	Assigned To SZYMANT				Complaint 401079 Part: 9130-Radio Rsn: 38J Static or popping noise in speakers - Both Radio/Cassette

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SZYMANT	06/01/2009 08:36:50 AM	Call To Don Hamilton		401079		Complaint 401079 Part: 9130-Radio Rsn: 92J Inaccurate Diagnosis
RCM advised customer states she needs to stay in the rental/loaner until the mechatronics unit arrives; RCM seeks some information on this situation. Service Manager states the mechatronic unit is on order and hopefully will arrive within 3-4 weeks, but they can't promise that; they also have a radio on order for her; techline did advise that the customer could drive the vehicle while mechatronic unit was on order, but Service Manager is going to keep her in the rental and bill it to VW under warranty; the vehicle is not drivable. RCM to call customer.						
SZYMANT	06/01/2009 09:28:02 AM	Call To [REDACTED]				Complaint 401011 Rsn: 85J Treatment by Personnel
RCM advised calling to follow up. Customer states the vehicle has been to different dealerships and had poor experiences; son took it to dealership in Rhode Island 3 times for radio concern; in addition, she went to dealer 401011 and they kept her waiting for 3 hours for transmission concern before telling her the transmission specialist wasn't there. Customer states finally went to dealer 401079 and it's been better; DP Patrick was nice; now it will be a long wait for part and vehicle is not safe to drive; she will come from a stop and step on the gas, and the vehicle hesitates; also hesitates when it backs up; it scares her to have her son driving this vehicle; she was considering buying a VW for herself soon, but now not sure; she is paying about \$339/month on VCI lease. RCM advised will document her service experiences; VW and dealer 401079 will keep her in the alternate transportation until her mechatronics unit arrives; RCM is unable to do anything to get the part there faster, but would like to offer to assist her with one month's vehicle payment in light of her customer experience and the fact that she will likely be waiting at least a few more weeks for the parts. Customer thanked and accepted. RCM advised her to fax in her payment stub; keep making her payments in the interim; can take a couple of billing cycles for payment to show up in her VCI account; would like her to stay with the VW brand. No further action pending customer fax.						
CAMILOM	06/01/2009 03:01:40 PM	FAX From [REDACTED]				
Fax in doc center.						
SZYMANT	06/01/2009 03:45:42 PM	Note To ccc				
RCM to generate EFT.						
SZYMANT	06/02/2009 10:35:51 AM	Note To ccc				
VWVFV71K78W [REDACTED] Forster, Philip. VCI account # [REDACTED]. VW assisting with 1 lease payment due to multiple past repair attempts and current concerns. Total = \$338.43.						
Wait for check.						

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09/23/2009

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CR_BATCH	06/06/2009 04:00:24 AM	Note To SZYMANT				
Amount for \$ 338.43 was Posted on 06/05/2009. AP reference number: 40030331						

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2008 New GTI 2.0T [REDACTED]	090136936	Customer Relations	WVWHV71K78W [REDACTED]	17,000		Complaint 409115 Pr. Part: 3885-Mechatronics Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate
NORMANS	06/01/2009 02:30:39 PM	Call From [REDACTED]				
Customer called states his vehicle has a computer part that is needed and the Dealer has advised Customer that the part is on worldwide Backorder and it could takes months for the part to come in; Customer seeks to have VW CCC locate the part within a month or find another way to fix the transmission; Customer also seeks to speak with VW FOM for his area; CO advised Customer hat FOM is a Dealer resource and CO has no way of putting him in contact with the FOM; CO also advised Customer Dealer Part Manager would be the best person to keep in contact with in reference to information relating to the part arrival; Customer request Supervisor; CO to locate Supervisor.						
FALKENA	06/01/2009 02:45:20 PM	Continued Comment With [REDACTED]				
Customer states that Dealer 409115 is giving the Customer a very vague ETA of a month to 2 months arrival time. Customer is seeking to know if VW can assist any further. TA advises the following: as previous advocate stated, our Dealer Part Manager are the best resource for this information; do not want to set any false expectations with Customer, however, we can look into Customer concerns; a RCM will be handling the case from here and will follow up with Customer no later than COB 6/2/09. TA inquires if it is best to reach Customer before or after noon. Customer states, anytime. TA to assign to RCM.						
FALKENA	06/01/2009 02:49:23 PM	Assigned To RCM				
Customer is seeking a more specific ETA than one to a couple of months which Dealer 409115 is advising. Please follow up with Customer no later than COB 6/2/09 on home [REDACTED] at anytime. RCM to research.						
ISTIFOV	06/01/2009 02:58:57 PM	Assigned To ISTIFOV				
Assigned.						
ISTIFOV	06/01/2009 03:18:02 PM	Voice Mail For Joe Stacharowski		409115		
RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.						
ISTIFOV	06/01/2009 04:00:22 PM	Voice Mail From Joe Stacharowski		409115		
Service Manager left message advising the part is on Backorder with an ETA of 6/26/09. Service Manager advised the part number is 02E 325 025 ADZ 8H and the sales doc number is 1005706088. Service Manager advised by the time the part arrives, the vehicle will be down for over 30 days. RCM to follow up with dealer 409115.						

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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>
ISTIFOV	06/02/2009 10:51:16 AM	Voice Mail For	[REDACTED]			RCM left message advising that dealer 409115 has an ETA of 6/26/09 for the transmission. RCM advised will follow up with dealer 409115 on 6/26/09 to ensure part arrives and RCM will contact customer on 6/26/09 as well to update. RCM to follow-up with dealer 409115 on 6/26/09.
ISTIFOV	06/26/2009 09:51:32 AM	Voice Mail For Joe Stacharowski		409115		RCM left message advising to please contact RCM back regarding a status on customer's vehicle repairs. Wait dealer call.
ISTIFOV	06/26/2009 10:34:22 AM	Return Call From Joe Stacharowski		409115		Service Manager advised that the mechatronics unit is what was needed however, the part arrived unexpectedly on 6/5/09 in which dealer 409115 repaired the same day. Service Manager advised the vehicle is repaired and is back with the customer. RCM to follow up with customer to ensure concerns have been addressed. RCM to call customer.
ISTIFOV	06/26/2009 10:38:41 AM	Voice Mail For	[REDACTED]			RCM left message advising RCM was calling to ensure customer's satisfaction with vehicle repairs and to please contact CCC with any questions or concerns. No further action.

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

VOLKSWAGEN OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 New GTI 2.0T [REDACTED]	090140584	Customer Relations	WVWFV71K28W [REDACTED]	11,400		
DEARB	06/04/2009 09:00:12 AM	Call From [REDACTED]				
<p>Customer states: calling regarding a repeating concern; took vehicle to dealer 408160 around 6K for transmission concerns; when vehicle is at a stop and you let go of the brake vehicle stalls and sputters; took vehicle into dealer on March 19 at 9180 miles for repairs; dealer advised that there is no trouble found and this is how the DSG engine works; customer took back for service at 10K and inquired if there are any updates on transmission or bulletins; concerns have progressively gotten worse; customer notices concerns when the vehicle is warmed up; customer has read online that there are concerns with mechatronics on the vehicle; seeking assistance. CO advised: if customer would like to make an appointment we can escalate case to RCM for follow up. No further action pending customer call</p>						<hr/> Complaint 408160 Pr. Part: 3885-Mechatronics Pr. Rsn: 44E Stalling <hr/> Complaint 408160 Part: 3885-Mechatronics Rsn: 14H Repeat Repair
DEARB	06/04/2009 09:19:28 AM	Category Selection				
YOUNGLI	06/04/2009 10:03:34 AM	Return Call From [REDACTED]				
<p>Customer stated, he is seeking to let us know that his vehicle will be taking into Dealer 408160 tomorrow 6/5 at 7:30 am for vehicle concern. CA advised, will escalate concern to RCM to research and follow up with customer. Customer stated, would preferred to be call in the am at CP# [REDACTED] CA advised, will note preferred time, Customer will receive a call back before COB 6/8. CA To assign to RCM.</p>						
YOUNGLI	06/04/2009 10:07:35 AM	Assigned To CCC				
<p>Customer is seeking assistance with vehicle having repeat repair concerns, Customer would like to be called in the morning at [REDACTED] RCM to email Dealer.</p>						
EDWARDAM	06/04/2009 11:44:37 AM	Assigned To EDWARDAM				
<p>RCM to close case pending appointment 6/5.</p>						

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EDWARDAM	06/05/2009 08:23:38 AM	E-Mail To John Moutopoulos		408160		
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***** Email to john@platinumvw.com *****

ACTION REQUIRED: Seeking Vehicle Repair Update @ 408160

Good Morning John: The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFV71K28W [REDACTED]

Reason for Inquiry: Customer states he took his vehicle to dealer 408160 around 6K for transmission concerns; when vehicle is at a stop and you let go of the brake vehicle stalls and sputters; took vehicle into dealer on March 19 at 9,180 miles for repairs and dealer advised that there is no trouble found and this is how the DSG engine works; concerns have progressively gotten worse and notices concerns when the vehicle is warmed up; customer has read online that there are concerns with Mechatronics on the vehicle and seeking if this may be the same concern with his vehicle; has an appointment today with Dealer 408160.

Please review and advise me of the vehicle's status. Has a techline ticket been opened for this?

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

Thank you in advance for your help.

Amanda Edwards

RCM to wait Dealer 408160 e-mail or call.

EDWARDAM	06/05/2009 08:46:40 AM	E-Mail From John M.		408160		
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Hi Amanda

The vehicle needs a mechatronics control unit. We will order the unit as advise the customer who is in our waiting room.

John

RCM to follow up with customer.

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

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EDWARDAM	06/05/2009 02:25:37 PM	Call To	██████████			

RCM advised is following up on his case; understands after speaking with Dealer 408160 they have made him aware the mechatronics unit is needing to be replaced; seeking if they explained the length of time on the parts. Customer states they did; the 1st person stated 3 weeks and another corrected him stating it's possible it could take up to 6-8 weeks, but some do come sooner; is just happy they were able to find the concern this time; seeking if he continues to drive the vehicle will this cause further damage to the clutch or wearing it. RCM advised is not a technician and doesn't believe it would as the mechatronic is a software unit causing his vehicle to do this; if his vehicle experiences any further damage than we have identified the mechatronic is causing this and may be due to the subsequent damage; seeking if Customer would like RCM to continue to follow up on this. Customer states he will just wait; if there is any further concerns he can call back on the same case. RCM advised yes he can; welcome Customer back with any further questions or concerns in the future. No Further Action.

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 CUSTOMER COMMENT DETAIL REPORT
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2008 New GTI 2.0T [REDACTED]	090140962	Customer Relations	WVWHV71K18W [REDACTED]	16,000		Complaint 405041 Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
MULLIGM	06/04/2009 10:58:03 AM	Call From [REDACTED]				Complaint 405041 Part: 3511-Mechatronic Rsn: T03 Auto/Hybrid - Slips/shifts erratically
	Customer states has owned 8 VW's; turned in 2006 Jetta for this (under his name); he took vehicle in 4/09 for transmission concerns where they did software updates; did not work; he took vehicle back 5/19/09 and they discovered vehicle needs mechatronics; they do not know when part will be in; he has never experienced this with VW before; how long does he have to wait; CO advised part may be backordered, or may be manufactured for Customer vehicle which typically takes 6-8 weeks; CO unsure which; Dealer has most up to date information on parts as they need to inform Customer; CCC unlikely to have any additional information Dealer does not have; will document complaint; Customer states unacceptable as he is driving vehicle but it is not performing properly; CO advised we can attempt to get ETA but may not have any additional information; will follow up with Customer by COB 6/5/09; Customer states use his cell anytime; [REDACTED] CO to assign to RCM.					
MULLIGM	06/04/2009 11:08:22 AM	Assigned To RCM				
	Customer states seeking possible ETA for mechatronics; use cell anytime [REDACTED] RCM to e-mail Dealer 405041.					
LEDESMM	06/04/2009 11:17:52 AM	Assigned To JANSSEL				
	Assigned for handling. RCM to follow up.					
JANSSEL	06/05/2009 09:25:37 AM	Voice Mail For Vasil Blagoev		405041		
	RCM seeking to forward customer's concerns with driving vehicle and part concerns. RCM to wait dealer 405041 call.					
JANSSEL	06/05/2009 10:13:01 AM	Return Call From Vasil Blagoev		405041		
	RCM advised: customer called in yesterday advising that he is driving vehicle that is not performing properly and mechatronics have been ordered, seeking to confirm this information. Service Manager advised: customer brought vehicle to dealer 405041 on 5/19/09 for transmission concerns, dealer diagnosed vehicle and found that the mechatronics need replacement, does not know the exact date of when the part was arrived, vehicle was released back to the customer to drive while part is on order, if customer feels that the vehicle is not safe to drive then he can contact Service Advisor-Rosario Martinez and dealer will provide a rental vehicle until part arrives, Service Advisor will coordinate the rental vehicle for customer and a day/time when customer can bring his vehicle in, offered to transfer RCM to parts department for part information. RCM accepted transfer. RCM to continue comments with parts department.					

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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JANSSEL	06/05/2009 10:17:14 AM	Continued Comment With Joseph-parts 405041				
		(Dealer 405041 Part Manager is not available and DP offered to assist) RCM seeking part #, sales doc #, and order date for mechatronics. DP advised: part was ordered on 5/20/09, VIN specific part that takes about 6-8 weeks, part #- 000325025XZC1, sales doc #- 1005685164. RCM to call RC.				
JANSSEL	06/05/2009 12:21:54 PM	Call To Mindy				
		RCM seeking to know if RCM should escalate case for VIN specific mechatronic order which takes 6-8 weeks. RC seeking sales doc number. RCM provided sales doc number. RC verified part number and order date with RCM, advised if customer does not receive the part within 8 weeks then customer can contact CCC and we can research part, advised that the part is coming from Germany and the software must be flashed to the VIN, 6-8 weeks in the normal timeframe. RCM to call Customer.				
JANSSEL	06/05/2009 03:36:09 PM	Call To [REDACTED]				
		RCM advised: researched part concerns, part is not backordered, the mechatronics are a VIN specific part that takes 6-8 weeks to produce and arrive at the dealer 405041. Customer states; driving vehicle now however it does not feel as it is performing correctly. RCM advised: understands concerns, forwarded concerns to the dealer Service Manager who advised if customer feels unsafe driving vehicle then he can contact his Service Advisor-Rosario Martinez and he will coordinate a rental vehicle for customer until part arrives. Customer states: he will be going on a trip for about two weeks, if part is not in by then he will call the dealer for a rental. RCM advised: part was ordered on 5/20/09, part is expected to arrive by Mid July 2009, if the part is not arrived by that time then customer can call CCC and we can further look into his concerns. Customer acknowledged. No further action.				

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2008 New GTI 2.0T ██████████	090142100	Customer Relations	WVWHV71K08W██████████	14,000		Complaint 409141 Pr. Part: 3511-Mechatronic Pr. Rsn: 36A Rental/Loaner
STATONJ	06/05/2009 02:51:43 PM	Call From ██████████				Complaint 409141 Part: 3511-Mechatronic Rsn: T01 Auto/Hybrid - Shifts roughly
Customer states: purchased vehicle new; owns a Rabbit also; vehicle transmission was rough from 0-70mph; Dealer 409141 has ordered a part from Germany to repair; Dealer advised part will not arrive until July 1, 2009; is currently driving a rental vehicle provided by Dealer; rental is a Chrysler product; not happy with rental; feels he should be at least driving a VW; Dealer advised \$5 additional cost of VW rental is not covered by VW warranty. Customer seeking VW to pay the difference in price so he can drive a VW rental until vehicle is repaired. CO advised: VW does not set rental prices for rental companies; VW warranty does only provide for a certain amount of money per day for rental; some dealers use loaners and some use rentals; considering Customer loyalty and experience thus far CO will assign to RCM to look into; RCM will call Customer back by EOB 06/08/09; cannot promise assistance at this time due to warranty stipulations but VW appreciates every opportunity to keep Customer satisfied. CO to assign to RCM.						
STATONJ	06/05/2009 02:58:26 PM	Assigned To RCM				Inquiry 409141 Part: 3511-Mechatronic Rsn: 95J Length of time for repairs
Customer seeking VW cover the additional \$5 per day for VW brand rental until his transmission is repaired around 07/01/09. 2 VWs purchased new. RCM to research.						
ISTIFOV	06/05/2009 03:31:19 PM	Assigned To ISTIFOV				
Assigned.						
ISTIFOV	06/08/2009 09:54:40 AM	Call To Mike		409141		
Service Manager advised that the vehicle will need a mechatronic unit and is not expected to arrive until 7/1/09 at the earliest. RCM to evaluate customer's request.						
ISTIFOV	06/08/2009 03:15:42 PM	Face-To-Face With Mindy Prentice				
RC and RCM agreed that VW will assist customer with upgrading him into a VW rental from now until 7/1/09 which is the ETA for mechatronic unit per dealer 409141 and RC asked RCM to see if dealer 409141 will upgrade customer and if not, then customer may go and upgrade himself and CCC will reimburse customer until 7/1/09 and should the part still not arrive by 7/1/09 then VW will evaluate for further assistance from there. RCM to call dealer 409141 to arrange.						

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ISTIFOV	06/08/2009 04:23:36 PM	Call To Mike		409141		
<p>RCM advised VW would like to assist customer with upgrading customer's rental vehicle into a VW rental and how much more the difference would be. Service Manager advised it would cost close to \$10.00 extra. RCM advised to please Goodwill the extra \$10.00 amount for customer from now until 7/1/09 and should the part not arrive then VW will evaluate beyond 7/1/09. Service Manager acknowledged and advised to have customer see the Service Advisor working with him to set up arrangements. RCM to call customer.</p>						
ISTIFOV	06/08/2009 04:28:46 PM	Call To [REDACTED]				
<p>RCM advised that VW will assist customer in providing him with a VW rental vehicle from now until 7/1/09. RCM advised should the part not arrive by 7/1/09 then VW will re-evaluate customer's file. RCM advised to please see his Service Advisor at dealer 409141 for arrangements. Customer acknowledged. RCM advised to please contact CCC with any further questions or concerns. No further action.</p>						

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2008 New GTI 2.0T [REDACTED]	090152100	Customer Relations	WVWFV71KX8W [REDACTED]	15,000		Complaint 402130 Pr. Part: 3885-Mechatronics Pr. Rsn: 50E Shuddering/Shaking
GREENJO	06/18/2009 01:27:00 PM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 2 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; has a service contract; Customer states he is waiting on a part for the transmission since 5/20/09. Customer states he is unsure of the part name. Customer states the vehicle would shake and rock. Customer states he took the vehicle to the 402130 and they kept it for 3 days and returned the vehicle saying the vehicle was ok. Customer states he drove the vehicle and it would stop accelerating and then jump out of control; Customer is seeking/expecting to drive his own vehicle on 6/26 for vacation. Customer states he want a new transmission or the part to repair the vehicle. Customer states; working with Brian and Jerry; this customer perceives this to be a premature failure; Customer states the dealer offered a rental but the customer states if the rental is not a VW he does not want it and he will not drive a rental on his vacation. Customer states he may be reached anytime of the day. CA advised the customer that his concerns will be escalated for handling and he will be contacted within 48 hours. CA to reassign to a RCM.						
GREENJO	06/18/2009 01:32:19 PM	Assigned To RCM				
Please see previous notes. Customer has been waiting on a part for his transmission since 5/20/09. Customer has planned vacation for 6/26/09 and the vehicle is not repaired. Customer states he can be reached at anytime on his cell phone [REDACTED]						
NARDONP	06/18/2009 02:31:39 PM	Assigned To NARDONP				
NARDONP	06/18/2009 03:57:57 PM	Call To Tony			402130	
RCM advised seeking information on Customer vehicle. Service Manager states the vehicle is waiting on a mechatronics unit and he was advised of an ETA of end of June; he knows Customer was seeking compensation for the time it is taking for the part to arrive. RCM to call Customer.						

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NARDONP	06/18/2009 04:15:40 PM	Call To [REDACTED]		402130		
<p>RCM advised spoke with Dealer 402130 and understand Customer has a mechatronics unit on order; we are expecting the part to arrive by the end of June and unfortunately we cannot do anything to expedite the order. Customer states he has been given no explanation as to why a part like this is taking so long and is disappointed that he is not going to have the vehicle he paid for to go on vacation this month. RCM advised can provide some insight as to why the part is taking so long to ship; this part has to be specifically made for Customer vehicle; we do not have these parts waiting in warehouses to be shipped when needed; they are made when ordered in Germany and shipped to the US; unfortunately we will not be able to guarantee Customer his vehicle to be repaired by his vacation; we can provide a rental vehicle if he was seeking to take that on his vacation. Customer states he was seeking to get something comparable if he were to get a rental and has not had the best experience with Enterprise in the past. RCM advised will be able to up our rental coverage from \$25 per day to \$30 per day if that is something Customer would be interested in. CUS states he will likely take that offer but wants to make sure Dealer is aware for when he drops his vehicle of for a rental. RCM advised we will continue to track the part and the ETA, if we get any more information on a specific ETA we will update Customer; RCM will contact Dealer Service Manager to make him aware of our offer on the rental vehicle; RCM will follow up with Customer again by COB Wednesday 6/24. RCM to call Dealer 402130.</p>						
NARDONP	06/18/2009 04:31:03 PM	Call To Tony		402130		
<p>RCM advised spoke with Customer and provided him with all the part information and offered to cover a rental up to \$30 per day if he was interested; he did seem to accept that offer and RCM wanted to make Service Manager aware. Service Manager states he has already been working with Enterprise to try to allocate a VW for Customer; he has not been able to confirm it yet but they are working on it. RCM advised will be available if Service Manager needs any assistance. RCM to follow up.</p>						
NARDONP	06/23/2009 10:11:42 AM	Call To Tony		402130		
<p>RCM advised seeking to know if the part ahs arrived for Customer vehicle. Service Manager states he has heard that the part should arrive by the end of this month but he has not seen the part yet; he does not think that Customer was put into a VW rental but his is in alternate transportation. RCM to call Customer.</p>						
NARDONP	06/24/2009 10:22:08 AM	Voice Mail To [REDACTED]				
<p>RCM LVMM. RCM advised the part has not yet arrived for Customer vehicle; our latest update was that the part is due to arrive by the end of the month and we will follow up with Customer again by the COB Tuesday 6/30. RCM to follow up.</p>						
NARDONP	06/30/2009 12:00:54 PM	Call To Tony Hastings		402130		
<p>RCM advised seeking an update on Customer vehicle. Service Manager states the vehicle was finished on 6/26. RCM advised when the vehicle was originally brought in. Service Manager states the vehicle was down from 5/23 to 6/26. RCM to call Customer.</p>						

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09/23/2009

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NARDONP	06/30/2009 12:02:24 PM	Voice Mail To	██████████			RCM LVMM. RCM advised following up with Customer regarding the repairs to the vehicle; spoke with Dealer 402130 and was informed the vehicle was repaired and returned to Customer on 6/26; wanted to make sure the vehicle was operating as designed and to make sure all Customer concerns were addressed. Pending Customer call, no further action.

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2008 New GTI 2.0T [REDACTED]	090155611	Customer Relations	WVWHD71K08W [REDACTED]	3,500		
DUBROCN	06/23/2009 10:27:15 AM	Call From [REDACTED]				Complaint 406449 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
	Customer states: Vehicle was shifting roughly; Dealer 406449 ordered a part with the mechatronics system; it has been a month already and they have not received any news on this part; part was ordered on 5/28. Customer seeking for his vehicle to be fixed. CO advised: cannot expedite the parts order process; due to the nature of the concern a RCM will research and follow up with Customer by the COB on 6/24. CO to assign.					Complaint 406449 Part: 3511-Mechatronic Rsn: 38Q Backorder
DUBROCN	06/23/2009 10:37:26 AM	Assigned To ccc				
	Customer seeking to have his vehicle repaired. CO advised: cannot expedite the parts process; due to the nature of the concerns a RCM will research his concerns and follow up with Customer by the COB on 6-24. RCM to research.					
PABSTM	06/23/2009 11:12:57 AM	Assigned To PABSTM				
PABSTM	06/23/2009 11:14:26 AM	Voice Mail To seppo helender		406449		
	Voice mail for parts department advised they are closed and to leave a message. RCM LMTRMC regarding customer's mechatronic order. RCM to call service at dealer 406449.					
PABSTM	06/23/2009 11:16:52 AM	Call To Bill		406449		
	Service Advisor advised the parts department has a strange voice mail that comes up when everyone in parts is on the phone and offered to send the RCM to them again. RCM advised having already left a voice mail for parts. RCM to wait contact from dealer 406449.					
PABSTM	06/23/2009 11:21:56 AM	Return Call From seppo H		406449		
	Part Manager advised the mechatronic was re-ordered 5/28/09, sales doc# 1005704496, part # 000-325-025-xzc1, Part Manager was not told that the vehicle was down so he did not check vehicle down on the order and transferred the RCM to service. RCM to continue with service.					

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PABSTM	06/23/2009 11:28:30 AM	Continued Comment With Frank		406449		
		Service Advisor advised the Service Manager is out today, 6/23.09 and the customers vehicle is drivable. RCM to call the customer.				
PABSTM	06/23/2009 11:34:23 AM	Call To [REDACTED]				
		RCM advised the mechatronic is supplied specifically to his VIN and may not be available for another 4 weeks at the most. Customer states that he wants everyone to know that this is a VW issue, not an issue with dealer 406449, as that dealer is one of our best VW dealers in the country. RCM advised will pass on the praise, and that yes, this is a VW issue, not a dealer issue, that the CCC does not track the part any differently from the dealer parts department, and to stay in touch with service or parts for the ETA. Customer states that he is driving the vehicle, and that if it gets worse, he will take the car back to the dealer and get a loaner. RCM advised the customer to do that. RCM to contact dealer 406449.				

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PABSTM	06/23/2009 11:42:17 AM	E-Mail To Glenn Boyer		406449		

***** Email to gboyer@autohaus.com; *****

ACTION REQUIRED: [REDACTED] - Dealership Compliment

The following customer provided the RCM with a compliment regarding their sales or service experience. Please review the details below:

Customer Name: [REDACTED]

VIN: WVWHD71K08W [REDACTED]

Model Year/Model: 2008 GTI

Customer compliment? Even though he is waiting for a mechatronic, he wanted CARE to know that this is not a dealer issue, but a VW issue, as your dealership is one of the best VW dealers in the COUNTRY!

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

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

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RCM to email the FOM.

PABSTM	06/23/2009 11:45:29 AM	E-Mail To Jamie Kaliszewski				
		RCM sent FYI compliment email for dealer 406449. 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>
MARASHS	06/23/2009 01:14:36 PM	E-Mail From	[REDACTED]			I am having problems with my Transmission in my 2008 GTI. Car is lurching and hard shifting in all Drive Positions. Part ordered by Dealership and has not been received from VW. Ordered May 28th and still not received by dealer. When can I expect
PABSTM	06/23/2009 05:20:10 PM	Voice Mail To	[REDACTED]		- home #	RCM advised having received his email regarding the mechatronic order at 1:15 today, 6/23/09, and just following up to advise of its receipt, as he and the RCM discussed the part order at 11:30 am, the same day, to stay in touch with the service and parts department at dealer 406449 and to call the RCM if he has any new information or further concerns. 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 New GTI 2.0T [REDACTED]	090156642	Mediation/Arbitration	WVWFV71K68W [REDACTED]	20,921		Unknown 402406 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
CRUSEJ	06/24/2009 10:48:14 AM	Attached Mail From sarah beckman				
	FOM seeks dealer 402406 to be paid for trade assistance. Customer went into a new 2009 Passat (WVWJK73C79E [REDACTED]).					
CRUSEJ	06/24/2009 10:58:26 AM	E-Mail To sarah beckman				Unknown 402406 Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only)
	e-mailed FOM for clarification.					
CRUSEJ	07/14/2009 04:02:22 PM	Approved By CRUSEJ				Unknown 402406 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)
	WVWFV71K68W [REDACTED] [REDACTED]. \$3,117 trade assistance into 2009 Passat (WVWJK73C79E [REDACTED]). Non-conformity is Mechatronics, 30+ days down.					
CRUSEJ	07/15/2009 10:48:22 AM	Attached Mail From Bob Knobcach				
	rec'd supporting docs.					
CR_BATCH	07/24/2009 04:00:23 AM	Note To CRUSEJ				
	EFT for amount \$ 3117.00 processed on 07/23/2009. AP reference number: 00025873					
CRUSEJ	07/24/2009 08:26:08 AM	E-Mail To Sarah Beckman				
	forwarded EFT info.					
ARMITAR	08/04/2009 03:10:18 PM	Note To CCC				
	Scanned file to doc center.					

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

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2008 New GTI 2.0T [REDACTED]	090156810	Mediation/Arbitration	WVWFD71K88W [REDACTED]	14,000		Unknown 406416 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically	
MICKLUL	06/24/2009 02:03:01 PM	Attached Mail From Jamie Kaliszewsk					Unknown Rsn: 82E Parts Delay
		Trade assistance request due to vehicle had transmission concerns starting with the mechatronics which took a long time to obtain. Part delay in repairing the car. Customer was not confident in the vehicle once it was completed. Once repaired the customer was not satisfied with the performance of the vehicle. QTM looked at the car and the vehicle is performing as designed. Customer had several VW's with many more in the family. In the interest of customer satisfaction I offered \$3,000 in trade assist.					
MICKLUL	06/24/2009 02:15:20 PM	Approved By Lm					Unknown 406416 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
		Check request to dealer.					
CR_BATCH	07/02/2009 04:00:40 AM	Note To MICKLUL					Rsn: 43Q Repurchase/Replacement(Mt Only)
		EFT for amount \$ 3000.00 processed on 07/01/2009. AP reference number: 00023035					
ARMITAR	07/29/2009 02:06:31 PM	Note To CCC					
		Scanned file to doc center.					

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

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2008 New GTI 2.0T [REDACTED]	090159987	Customer Relations	WVWHV71KX8W [REDACTED]	20,000		Complaint 406479 Pr. Part: 3435-Transmission Pr. Rsn: 56E Hesitation
NESTORD	06/29/2009 10:20:46 AM	Call From [REDACTED]				
****Reference case number 809102839****						
Customer states; seeking follow up regarding concern with vehicle; Customer has taken vehicle to a few dealerships to have vehicle diagnosed with no resolution to Customer concern; whenever the engine is warm or vehicle has been driven for a while it hesitates; vehicle also hesitates from a dead stop; it feels like vehicle is having a hard time shifting into gear; when driving in reverse the vehicle jerks; Customer has an appointment scheduled for 7/1/2009 at Dealer 406479. CO advised case will be escalated to RCM at this time to make sure all technical resources are being used; RCM will further review the concern and contact customer by COB 7/2/2009 at phone number [REDACTED] between 8:30 am and 5:00 pm. CO to assign to RCM.						
NESTORD	06/29/2009 10:37:00 AM	Assigned To RCM				
Customer states; seeking follow up in regards to vehicle concerns; vehicle stumbles and hesitates when warm or form a dead stop; Customer has an appointment scheduled for 7/1/2009 at Dealer 406479. CO advised; RCM would review concerns further and follow up with Customer by COB 7/2/2009 at phone number [REDACTED] between 8:30 am and 5:00 pm. RCM to review.						
CAMPOSA	06/29/2009 10:53:47 AM	Assigned To CAMPOSA				
CAMPOSA	07/02/2009 12:18:46 PM	Call To Dave		406479		
Service Manager is out for day. Service Advisor states: transmission settings were reset; Service Manager drove vehicle; vehicle was returned to customer yesterday. RCM to follow up with customer.						
CAMPOSA	07/02/2009 01:39:35 PM	Call To [REDACTED]				
RCM LVMM. RCM advised: following up; understand that the vehicle has been repaired and returned to customer; RCM seeking to know if all the concerns were addressed. No further action.						
SHORTK	07/02/2009 04:37:40 PM	Call From [REDACTED]				
Customer states seeking to speak with RCM. CA to contact RCM.						

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SHORTK	07/02/2009 04:38:09 PM	Call To Ann				CA attempted to contact RCM. CA to return to customer.
SHORTK	07/02/2009 04:39:00 PM	Return To [REDACTED]				Customer states seeking RCM to return call. Customer can be reached at phone# [REDACTED] RCM to contact customer.
CAMPOSA	07/06/2009 02:25:09 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: following up; understand that the vehicle has been repaired and returned to customer; RCM seeking to know if all the concerns were addressed. No further action.
HOFFMAB	07/06/2009 03:34:45 PM	Call From [REDACTED]				Customer seeking to speak with RCM CA to transfer call.
HOFFMAB	07/06/2009 03:42:31 PM	Call To associate - Central Region				RCM states she made follow-up call and customer has vehicle. CA to return to customer.
HOFFMAB	07/06/2009 03:43:09 PM	Return To [REDACTED]				CA advised RCM that she understands his concerns were addressed. Customer states the vehicle has been returned to him but the same symptoms are occurring, with the jerking, would like the dealer 406479 to replace themegatronics as this is a part that has been taking care of jerking issue with other vehicles. Customer states this is intermittent for the dealer but not for him and he feels the dealer only drove vehicle for 3 miles. CA advised customer if he is having this concern he would have to return to the dealer and at that time we would look into for him. CO again asked customer to hold while contacting RCM. Customer agreed to hold. CA to review with RCM again.
HOFFMAB	07/06/2009 03:47:14 PM	Face-To-Face With associate - Central I				CA was advised to have customer return to the dealer for concern. CA to return to customer.

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CUSTOMER COMMENT DETAIL REPORT
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HOFFMAB	07/06/2009 03:50:48 PM	Return To	[REDACTED]			CA advised customer to return to the dealer 406479 and the RCM can again follow-up for him to be sure they are utilizing all resources to address his concerns with vehicle jerking. Customer states he will not return to the dealer only to be told what he has already been told and will only go back if he is assured that VW will authorize replacement of the mechatronics which he is sure will remedy the problem as it has in other VWs. CA advised VW will not replace a part if they cannot duplicate and verify that the part needs to be replaced. Customer states he insists on speaking with RCM and he expects call at [REDACTED]. Customer abruptly disconnected call. RCM to call customer.
HOFFMAB	07/06/2009 03:56:33 PM	Category Selection				
CAMPOSA	07/07/2009 03:07:05 PM	Call To	[REDACTED]			Customer advised: still having same concern; researched on line that mechatronics needs to be replaced; vehicles having exactly the same symptoms as his vehicle; seeking RCM to authorize mechatronics replacement if he takes vehicle to dealership; does not want to waste his time with going to dealer only to have them tell him there is nothing wrong with the vehicle; has already done all the processes; if Dealer was unable to duplicate the symptoms yet reset the transmission settings, and if RCM feels this was a repair, then there is a precedence that repairs are performed without the symptoms being present; therefore he wants the mechatronics unit replaced if there is no other diagnosis; is expecting a baby soon; does not have time to keep going to the dealership; feels this is a safety issue now. RCM advised: RCM will be happy to follow up with the dealership once an appointment is made; certainly we understand when customer's vehicles have intermittent concerns; vehicle symptoms can be several concerns, which is why a dealership must diagnose; we cannot meet customer's expectations of replacing a component under warranty that has not been diagnosed as failing. Customer advised: in a few months, will go back to dealership; will definitely be having this conversation again with the RCM. No further action.
CAMILOM	07/07/2009 04:18:42 PM	E-Mail From	[REDACTED]			I am getting nowhere with a jerking/lurching problem Ive been experiencing with my 2008 GTI despite three visits to the dealer. The regional case manager has not been helpful and Im trying to find someone who will get the issue resolved.
CAMPOSA	07/07/2009 04:29:44 PM	Assigned To CORR				Please advise the customer that we would be happy to look at his vehicle, but we need a diagnosis from a dealership. If the customer makes an appointment with a dealer VW would be happy to follow up with the dealership. Correspondence to send email.

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BICKMAD	07/08/2009 04:56:25 AM	Assigned To HERRINB				
HERRINB	07/08/2009 02:35:26 PM	Note To CCC CA generated email to be sent to Customer [REDACTED] Email can be viewed in the doc center. CA to reassign.				
HERRINB	07/08/2009 03:09:37 PM	Assigned To CAMPOSA RCM to review and close.				
CAMPOSA	07/08/2009 03:22:01 PM	Note To CCC RCM reviewed. No further action.				
MARASHS	07/09/2009 11:35:44 AM	E-Mail From [REDACTED] Email in Doc Center.				
CAMPOSA	07/09/2009 11:44:13 AM	Assigned To HERRINB				
HERRINB	07/09/2009 02:10:53 PM	Note To CCC As there is not a request for assistance in Customer's last email, CO to call Customer to determine what Customer is seeking. CO to call Customer.				
HERRINB	07/09/2009 02:11:52 PM	Call To [REDACTED] CO advised Customer that CO was calling to follow-up with Customer regarding his email. Customer states that it doesn't matter, because VW is not doing anything for him. CO advised Customer that if he would like to take the vehicle back to a Dealer for a diagnosis, VW would follow-up with the Dealer to ensure all technical resources are being used. Customer states that he doubts he will take it back to the Dealer. No further action.				

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2008 New GTI 2.0T [REDACTED]	090160005	Mediation/Arbitration	WVWHV71K48W [REDACTED]	26,607		Unknown 403084 Pr. Part: 3885-Mechatronics Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
CRUSEJ	06/29/2009 10:31:41 AM	Attached Mail From Pete Georgievski FOM seeks EFT to dealer 403084 for \$2,500 trade assistance into a new 2009 GTI (WVWHD71K99W [REDACTED]). Non-conformity: mechatronics.				Unknown 403084 Part: 3885-Mechatronics Rsn: H22 Technical Issue (Med/Arb only)
CRUSEJ	06/29/2009 10:38:56 AM	Approved By CRUSEJ WVWHV71K48W [REDACTED] [REDACTED] \$2,500 trade assistance. Dealer 403084. 2009 GTI (WVWHD71K99W [REDACTED]).				Unknown 403084 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)
CR_BATCH	07/02/2009 04:00:37 AM	Note To CRUSEJ EFT for amount \$ 2500.00 processed on 07/01/2009. AP reference number: 00022867				Unknown 403084
ARMITAR	07/16/2009 04:53:46 PM	Note To CCC Scanned file to doc center.				

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

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2008 New GTI 2.0T [REDACTED]	090171255	Customer Relations	WVWHV71K18W [REDACTED]	15,200		
AUSTINS	07/13/2009 11:05:40 AM	Call From [REDACTED]				
<p>Customer states: Original owner; Customer leased from VCI; This customer/family has owned two vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; The vehicle was shuddering and shaking; the Customer's vehicle needs to have the transmission replaced the Dealer 408112 has had the vehicle for almost a month because a part is not available; Customer is seeking/expecting a very payment credited to her account; working with Joseph Ramos; this customer perceives this to be a premature failure; Customer states: she has had to rent a vehicle and her son cannot drive this car because he is under 25; this is causing a lot of inconvenience. CA advised: will assign this case to an RCM for handling; RCM will call Customer back by COB tomorrow (07/14). CO to assign to RCM.</p>						<hr/> Complaint 408112 Pr. Part: 3885-Mechatronics Pr. Rsn: 50E Shuddering/Shaking <hr/> Inquiry 408112 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment <hr/> Inquiry 408112 Part: 3435-Transmission Rsn: 36A Rental/Loaner
AUSTINS	07/13/2009 11:06:19 AM	Assigned To Eastern				
<p>The Customer's vehicle needs to have the transmission replaced; the vehicle was dropped to the Dealer 408112 on June 16th and the part has not come in yet; Customer is seeking a vehicle payment for the time that she has been with out the car; please call Customer on her cell phone [REDACTED]. RCM to email Dealer.</p>						
MULLINT	07/13/2009 11:25:17 AM	Assigned To EDWARDAM				

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ZIEHMEC	07/13/2009 12:49:23 PM	E-Mail To Michael		408112		
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Please note that RCM is having system issues and is unable to send e-mails directly from listen.
Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWHV71K18W [REDACTED]

Reason for Inquiry: Customer states the vehicle was shuddering and shaking, and it needs a transmission. The vehicle has been in for almost a month because a part is not available. Customer states she has had to rent a vehicle and her son cannot drive this car because he is under 25. Please advise of date in and any updates.

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

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

Thank you in advance for your help.

Christine Ziehmer
248-754-3577
RCM backup

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ZIEHMEC	07/13/2009 05:15:07 PM	E-Mail From Michael		408112		
	WE ARE PAYING FOR THE RENTAL SHE IS NOT MECH UNIT ON BACK ORDER					
	Michael Dolce Bayside VW Service Manager RCM to e-mail service manager.					
ZIEHMEC	07/13/2009 05:15:57 PM	E-Mail To Michael		408112		
	Do we have an ETA?					
	RCM to wait Service managers e-mail.					
ZIEHMEC	07/14/2009 01:24:15 PM	Call To Mike		408112		
	RCM advised Service Manager of the information that RCM is seeking. Service Manager states: 2 days down; part ordered on 6/16; sales number is 1005763852; ETA is 7/20; they offered a rental as all there loaners are out and the customer wants a VW rental but it was very difficult to find one; customer has the vehicle and they told her that they can look into assistance with the rental but she has to bring the vehicle back to the dealer as the customers mother does not want him driving it. RCM to call customer and advise VW will be looking into appropriate compensation once the vehicle is repaired.					
ZIEHMEC	07/14/2009 04:51:09 PM	Call To [REDACTED]				
	RCM advised customer: RCM spoke to dealer and the ETA is 7/20, so RCM will follow up with her on 7/20; VW's goal is to get the vehicle repaired under warranty; RCM can't give a decision of compensation until the vehicle is repaired, but VW will be providing appropriate compensation once the vehicle is repaired. Customer states: seeking to know if RCM is stating that the vehicle will be repaired by 7/20; her son is not old enough to drive the rental; seeking for VW to give him a vehicle to drive or cover the additional \$12 per day in insurance; they even asked if they can drive it until the parts come in but dealer told them it would not be a good idea; wants RCM to give answer now that VW will cover the \$12 extra per day so her son has a vehicle to drive. RCM advised customer: the parts should be in by 7/20 it may take longer to repair it; VW does not have anything to do with the rental agency or state policies that prevent her son from driving; she can pay the extra \$12 per day and RCM can look into that as part of her compensation later, but not until the vehicle is repaired; suggestion is to have her drive rental and have son drive her vehicle. Customer states: she will never get another VW; seeking to know who she can speak with that will give her an answer now. RCM advised customer that there is no one she can speak with that give her answer now. Customer disconnected the call. RCM to call Dealer 408112 on 7/20.					

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EDWARDAM	07/20/2009 01:52:46 PM	Call To Mike Dolce		408112		
	RCM advised seeking if the parts have arrived. Service Manager advised they tried to order a transmission for this which are also on backorder with the mechatronics unit; neither are available right now. RCM advised does see ETA of 7/24 for the unit; seeking if Customer is in a rental or loaner vehicle. Service Manager advised rental vehicle. RCM advised Customer was seeking assistance with VW paying for the additional insurance because her son is not of age. RCM to follow up with customer.					
EDWARDAM	07/20/2009 04:57:51 PM	Call To [REDACTED]				
	RCM advised is touching basis on case; part for transmission was supposed to arrive today 7/20 but has not; now getting ETA for Friday 7/24; we will look into this further and follow up with updates on part. CUST states is very upset because no one is accomodating them; VW won't even pay for the additional for the rental because her son can't drive the rental; will just wait this out until it's done and then do what she needs to do afterwards; thanked RCM then disconnected line. RCM to follow up on parts.					
SYLVESM	07/27/2009 02:32:43 PM	Call From [REDACTED]				
	Customer states Joseph Ramos at Dealer 408112 advised part won't be in until end of August therefore she must extend rental for another month. Customer is seeking VW to extend reimbursement of rental for another month and is requesting VW to waive monthly payments for July and August. CA advised will transfer to RCM for further assistance.					
SYLVESM	07/27/2009 02:38:40 PM	Face-To-Face With Supervisor - Elaine				
	CA was advised RCM is out of office today but RCM will callback Customer once a follow up conversation with the Dealer is completed on back ordered part issue. Supervisor states VW will extend rental until end of week 07/31 and will extend rental until end of August once consultation with Dealer is completed. CA to return to Customer.					
SYLVESM	07/27/2009 02:42:13 PM	Return To [REDACTED] - mother				
	CA returned to Customer and advised of rental extension until end of the week 07/31 and that RCM will callback Customer in regards to extension of rental until end of August and monthly payment reimbursement once callback to Dealer is completed. RCM to call back Customer.					
EDWARDAM	07/28/2009 03:45:58 PM	Call To Mike Dolce		408112		
	RCM advised seeking if the part has arrived for the Customer's vehicle yet. Service Manager advised it has not. RCM to follow up on parts.					

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EDWARDAM	07/31/2009 09:21:31 AM	E-Mail To Mike/SM & Charlie/PM	408112			
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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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<u>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 11:08:19 AM	E-Mail From Mike Dolce		408112		CAR DONE INSTALLED RCM to e-mail dealer 408112.
EDWARDAM	07/31/2009 11:12:13 AM	E-Mail To Mike Dolce		408112		Hey Mike, Awesome! Sounds like you guys are getting the mechatronics in. For Moustaka - I will be offering 2 vehicle payment For Brody - 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 03:15:50 PM	Return Call From Mike Dolce		408112		Service Manager advised he agrees with the compensation. RCM to follow up with customer to advise parts are in and we would like to provide 2 vehicle payments for the downtime.
EDWARDAM	07/31/2009 03:41:31 PM	Call To [REDACTED]				RCM advised understands the part is in and the vehicle has been repaired; wants to ensure its operating properly at this time. Customer states believes it is; this was a big inconvenience for them especially for her son not to get a vehicle and VW not covering the insurance; wishes this could have been handled differently instead of having to wait to ensure the vehicle was repaired. RCM advised does understand the frustrations and inconvenience; we would like to credit 2 vehicle payments due to this; would need a copy of the paystub or statement faxed to RCM's attention to credit to their VCI account to fax #6504; this can up to 4-6 weeks to clear so to continue to make payments on time; any other questions to let RCM know. No Further Action, pending customer's fax.
CLAYTOY	08/04/2009 03:01:44 PM	Return Call From [REDACTED] Mother				Customer states seeking to speak with he RCM to see if she received the customer's fax. CA advised no (accord to document center). CA inquired when did the customer fax the information. Customer states five minutes ago. CA advised to at least give 24 hours prior to calling to see if VW CCC has a the fax information. RCM to review and close pending wait 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>
EDWARDAM	08/04/2009 03:10:25 PM	Note To CCC				
	Case reviewed. No Further Action, pending Customer fax.					
WILLIAC2	08/05/2009 10:54:08 AM	FAX From				
	Fax in doc center.					
EDWARDAM	08/05/2009 01:17:45 PM	Note To check request				
	848806672 WVWHV71K18W [REDACTED] [REDACTED] VW to credit 2 months of vehicle payments due to length of time waiting on mechatronics unit. Total = \$760.04					
	RCM to wait check.					
CR_BATCH	08/08/2009 04:00:36 AM	Note To EDWARDAM				
	Amount for \$ 760.04 was Posted on 08/07/2009. AP reference number: 40042002					

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

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

<u>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 New GTI 2.0T [REDACTED]	090171520	Customer Relations	WVWFV71KX8W [REDACTED]	17,000		Complaint 408112 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
AUSTINS	07/13/2009 01:57:54 PM	Call From [REDACTED]				Suggestion 408112 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
						Customer states: the vehicle was jumping so the Customer took their vehicle to the Dealer 408112 on June 30th; the Customer was told that a mechatronics unit needed to be ordered and there is no time frame for this part; the Customer was told that she could rent a vehicle; the Customer wanted a Volkswagen rental and the Dealer stated that they could not get one; the Customer found a Volkswagen rental vehicle; Customer is seeking compensation for the time she is without the vehicle; the Customer would like a vehicle payment. CO advised: will document this request and assign this to an RCM; RCM will call Customer back by COB tomorrow (07/14). CO to assign to RCM.
AUSTINS	07/13/2009 02:13:43 PM	Assigned To Eastern				Inquiry Part: OTHR-LOYALTY CERTIFICATE TOWARDS NEW VEHICLE Rsn: 42J New Purchase Assist
						Customers vehicle needs a mechatronics unit; the Dealer 408112 believes that it will take at least another week or two to provide the part for repair; Customer is seeking compensation in the form of a vehicle payment for this inconvenience; please call Customer back by COB tomorrow (07/14) at her home phone [REDACTED]. RCM to email Dealer.
SZYMANT	07/13/2009 02:19:08 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>
ZIEHMEC	07/13/2009 04:40:20 PM	E-Mail To Michael		408112		

Please note that RCM is having system issues and is unable to send e-mails directly from listen.

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

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFV71KX8W [REDACTED]

Mileage: 17,000 miles

The customer is seeking the following: Customer states the vehicle was jumping so the Customer took their vehicle to the Dealer 408112 on June 30th. The customer was told that a mechatronics unit needed to be ordered and there is no time frame for this part. The Customer was told that she could rent a vehicle, but she wanted a Volkswagen rental and the Dealer stated that they could not get one. The Customer found a Volkswagen rental vehicle. Customer is seeking compensation for the time she is without the vehicle.

Additional Information

Ownership: Unknown

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

This customer experienced multiple vehicle issues during ownership: Unknown

This customer perceives that the vehicle failure occurred prematurely: Unknown

This customer services their vehicle as recommended by VW: Unknown

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

- 1) Should this customer receive Goodwill?
- 2) If yes, how much goodwill?

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

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

<u>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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3) If yes, would you like to make the offer?

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

RCM to wait service managers e-mail.

ZIEHMEC	07/14/2009 01:24:05 PM	Call To Mike	408112			
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RCM advised Service Manager of the info that RCM is seeking. Service Manager states: part ordered on 6/30; total days down is 1 which is the day the mechatronic was ordered; no ETA on part; sales number is 1005801154; customer did not originally want a rental and is driving the vehicle but now they want a rental but they have to bring the vehicle back to do that and they have not. RCM to call customer to advise VW will be looking into appropriate compensation once the vehicle is repaired.

ZIEHMEC	07/14/2009 04:31:16 PM	Voice Mail To [REDACTED]				
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RCM advised customer RCM has an update and to call CCC. Level 1 to advise customer if RCM is not available: there is no ETA on part; in order for the customer to get a rental they will need to take this vehicle to the dealer; RCM will be looking into appropriate compensation once the vehicle is repaired; move follow up date to 7/21. RCM to wait customers call.

GHIDROA	07/14/2009 05:03:22 PM	Return Call From [REDACTED]				
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Customer seeking to speak with RCM. CA advised: will see if RCM is available; if RCM is assisting another customer, CA will return with an update. CA to call RCM.

GHIDROA	07/14/2009 05:08:12 PM	Call To Christine				
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RCM is assisting another customer. CA to return to customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GHIDROA	07/14/2009 05:08:42 PM	Return To [REDACTED]				CA advised: RCM is assisting another customer; CA does have an update; CCC does not have an ETA at this time; in case customer is seeking a rental vehicle, the vehicle will need to be at a VW Dealer; once the vehicle is repaired RCM will be evaluating appropriate compensation; RCM will follow-up with customer on 07-21-09. Customer states: she will be waiting for RCM to contact her. RCM to review.
EDWARDAM	07/20/2009 01:52:33 PM	Call To Mike Dolce		408112		RCM advised seeking if Customer has brought her vehicle back and if she is in a rental or loaner vehicle. Service Manager advised she did bring it back and was provided with a loaner vehicle; still no ETA on part. RCM to follow up with customer.
EDWARDAM	07/21/2009 03:23:37 PM	Voice Mail For [REDACTED]				RCM LVMM. RCM advised we are still waiting on the mechatronic unit to come in; no ETA at this time; takes 6-8 weeks to come in and possibly come in the end of July; Dealer 408112 confirmed they are in a loaner vehicle; will review compensation once we can confirm the complete days down; will set follow up date for 8/4/09; if there is any updates beforehand RCM will follow up then. RCM to wait parts.
CLAYTOY	07/22/2009 11:40:43 AM	Return Call From [REDACTED]				Customer states she did not get all the message on the voicemail and wants to speak with the RCM. CA advised the customer it is noted on the file the RCM does not have an estimate time of arrival for part. CA advised the customer the part generally takes 6 to 8 weeks before arrival. CA advised the part could possibly come by the end of July. CA advised the RCM would by 8-4-09 with the customer however if there are any update that arrival sooner than the customer would receive an update sooner. CA advised the customer once the vehicle has been repair and VW has the total number of days down then VW would evaluate for possible compensation. Customer states she does not need to the RCM. RCM to wait for parts.
EDWARDAM	07/28/2009 03:44:37 PM	Call To Mike Dolce		408112		RCM advised seeking if the part has arrived for the Customer's vehicle yet. Service Manager advised it has not. RCM to follow up 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 09:21:12 AM E-Mail To 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.

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

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

<u>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 12:03:36 PM	E-Mail From Mike Dolce		408112		
	VIN #: WVWFV71KX8W [REDACTED] Part #:000325025XZD7 Sales Document #:1005801154 Order Date: 06.30.09 WE ARE STILL WAITING ON THE PARTS FOR THESE 2 MEC UNITS CARS DOWN RCM to research with level 2.					
EDWARDAM	07/31/2009 12:06:58 PM	E-Mail To Mindy				
	Mindy, The bottom two are not on the list when I look at the Mechatronic excel sheet. They did have 4, but 2 have arrive except the 2 highlighted in red below. Is there anything we can find out on these? Let me know, thanks! Amanda RCM to wait RC response.					
EDWARDAM	08/04/2009 09:56:24 AM	Voice Mail To Mike Dolce		408112		
	RCM LMTRMC. RCM advised seeking if parts have arrived yet. RCM to wait Dealer 408112 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	08/04/2009 10:54:45 AM	E-Mail From Mindy				
		Mindy and Amanda, Can you confirm the dealer selected CAR DOWN? Dawn				
		From: Krause, Todd Sent: Monday, August 03, 2009 9:14 AM To: Dameron, Dawn; Prentice, Melinda Subject: RE: Mechatronics Cases				
		Dawn - The only orders on the list that I receive from parts are critical alerts. My understanding is that if a dealer does not select car down, it will not show up on the list. Todd				
		From: Dameron, Dawn Sent: Monday, August 03, 2009 9:13 AM To: Prentice, Melinda; Krause, Todd Subject: RE: Mechatronics Cases				
		Todd, We have a couple of mechatronics part cases that are not on the master sheet we're receiving from Parts (Mindy has confirmed that they have been ordered properly). Is there someone we can work with to determine why these VIN's have not been included?				
		Thank you, Todd.				
		Dawn				
		From: Prentice, Melinda Sent: Monday, August 03, 2009 7:53 AM To: Dameron, Dawn Cc: Edwards, Amanda Subject: FW: Mechatronics Cases				
		Dawn:				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
						Amanda also has a few Mechatronic units not on the spreadsheet. See her email below. Can we look into this further?
						Thanks, Mindy Prentice
						RCM to wait Dealer 408112 call.
EDWARDAM	08/04/2009 03:20:35 PM	Call To Mike Dolce		408112		RCM advised seeking if the mechatronics unit is in. SM advised it did arrive today. RCM to follow up with Customer.
EDWARDAM	08/04/2009 03:29:08 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM advised knows the part is in and Dealer 408112 is working to have it completed by tomorrow; we would like to offer to credit 1 1/2 vehicle payments due to the downtime of waiting on this part; would need a copy of her vehicle paystub or statement faxed to RCM at fax #6504 to have this done; once received will take 4 to 6 weeks to clear so they should continue to pay their payments; seeking a call back to confirm this VMM was received. RCM to wait Customer call.
HOFFMAB	08/04/2009 04:17:38 PM	Call From [REDACTED]				Customer returning call. CA to transfer to RCM
HOFFMAB	08/04/2009 04:18:28 PM	Call To associate - eastern region				RCM not available. CA to return to customer.
HOFFMAB	08/04/2009 04:19:07 PM	Return To [REDACTED]				CA advised RCM currently assisting another customer but CA will alert her to call. Customer states she would like to be called on cell [REDACTED] RCM to call customer.
ABDULAM	08/05/2009 11:57:12 AM	Voice Mail To [REDACTED]				CA LMTRMC. Wait Customer call.
DUBROCN	08/05/2009 01:20:11 PM	Return Call From [REDACTED]				Customer returning RCM call; has been playing phone tag with RCM; is very frustrated and would like to speak with someone live. CA advised can see if RCM is available; if she is not CA will see if someone else can advise her. CA to call RCM.

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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>
DUBROCN	08/05/2009 01:20:42 PM	Call To Amanda				CA attempted to contact RCM; RCM is not available. CA to return to Customer.
DUBROCN	08/05/2009 01:21:19 PM	Return To [REDACTED]				CA advised that the RCM is unavailable at this time; can place her on hold and will see if another RCM can speak with her now. Customer thanked CA. CA to locate RCM.
DUBROCN	08/05/2009 01:22:26 PM	Face-To-Face With Michelle				CA advised RCM of Customer frustrations and request. RCM advised she can speak with the Customer.
DUBROCN	08/05/2009 01:23:13 PM	Return To [REDACTED]				CA advised that another RCM is available to speak with her; advised her of RCM's name. Customer thanked CA for going through all of that to get someone to speak with her now. CA to transfer Customer.
DUBROCN	08/05/2009 01:24:43 PM	Transfer To Michelle				CA transferred Customer to RCM. RCM to continue conversation.
PABSTM	08/05/2009 01:26:13 PM	Continued Comment With [REDACTED]				Customer asked that her son should receive 2 full payments, she has not heard that the car is ready, she and a good friend are interested in buying a VW, RCM reviewed the possibilities of the CC, Passat, Jetta and Tiguan, offered \$1000 loyalty voucher with 1 1/5 payments due to her loyalty, and will put on her hold to see if vehicle is ready. RCM to call dealer 408112.
PABSTM	08/05/2009 01:48:27 PM	Call To Mike dolce - SM		408112		RCM asked if car was ready for pick up, that the customer has not heard from dealer 408112. Service Manager advised they may have had the vehicles mixed up and put the RCM on hold. RCM to return to the customer.
PABSTM	08/05/2009 02:02:21 PM	Return To [REDACTED]				RCM advised still on hold with dealer 408112, and will call her right back at home #. RCM to return to dealer 408112.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/05/2009 02:03:04 PM	Return To Mike dolce		408112		Service Manager advised he was mistaken, he checked with the parts manager, the mechatronic for this VIN is due to arrive Friday, 8/7/09. RCM to call the customer.
PABSTM	08/05/2009 02:11:49 PM	Voice Mail To [REDACTED] - home				RCM Left VMM that the part for the GTI did not come in, it will arrive at dealer 408112 on Friday, 8/7/09, so yes we will reimburse 2 payment payments, and yes the RCM will still offer the \$1000 loyalty voucher, and we will follow up with her by the COB Friday, 8/7/09. RCM to assign to team 5.
PABSTM	08/05/2009 02:15:29 PM	Assigned To ccc				Please send \$1000 loyalty voucher to be used towards any new VW at any VW daeler, but especially the CC, Jetta, Passat or Tiguan that we discussed when she gets ready to trade in her Honda Accord. CO to mail to the customer.
GHIDROA	08/05/2009 02:48:17 PM	Return Call From [REDACTED]				Customer seeking to speak with RCM. CA to transfer the call.
GHIDROA	08/05/2009 02:49:49 PM	Transfer To Michele				CA transfers call to RCM. RCM to continue the conversation with customer.
PABSTM	08/05/2009 03:02:19 PM	Continued Comment With [REDACTED]				RCM advised the original part information was for a different vehicle, it will arrive Friday, 8/7/09, we will reimburse customer 2 full payments, and the \$1000 loyalty voucher is being processed, it will be wired directly to VCI, we just need a fax with the payment amount. Customer states request for receiving the monthly payments directly. RCM advised the RH fax #, case #, we will send a check, it will be received within 4-6 weeks, the loyalty voucher will be out within 7-10 business days, and we will be back in touch by the COB Friday, 8/7/09.
BICKMAD	08/06/2009 06:23:44 AM	Assigned To ccc				
GREENJO	08/06/2009 07:29:44 AM	Assigned To GREENJO				

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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>
GREENJO	08/06/2009 12:21:00 PM	Mail To [REDACTED]				
	CA generated loyalty voucher. CA to email SOM.					
GREENJO	08/06/2009 12:21:24 PM	E-Mail To \$1000-D. Dolack #4				
	CA emailed SOM. CA to email sales manager.					
GREENJO	08/06/2009 12:21:54 PM	E-Mail To wallace		408112		
	Sales manager do not have an email address. CA to resign.					
GREENJO	08/06/2009 12:22:38 PM	Assigned To PABSTM				
	RCM to review and close.					
EDWARDAM	08/06/2009 01:26:40 PM	Note To CCC				
	RCM to follow up with Dealer 408112 8/7 to ensure part was received.					
MARASHS	08/06/2009 04:25:38 PM	FAX From [REDACTED]				
	Fax in Doc Center.					
EDWARDAM	08/06/2009 04:54:06 PM	Note To check request				
	849974452 WVWFV71KX8W [REDACTED] [REDACTED] VW to credit 2 lease payments due to downtime of waiting on mechatronics unit. Total = \$818.00					
	RCM to follow up with Dealer 408112.					
EDWARDAM	08/07/2009 10:41:18 AM	Call To Mike Dolce		408112		
	RCM advised seeking if the unit has arrived. Service Manager advised not of yet. RCM to follow up at a later time.					
EDWARDAM	08/07/2009 03:48:31 PM	Voice Mail To Mike Dolce		408112		
	RCM LMTRMC. RCM advised seeking if the units came in. RCM to wait Dealer 408112 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	08/07/2009 04:51:43 PM	Call To Mike Dolce		408112		
	RCM advised seeking if part came in. SM advised it did not. RCM to follow up with Customer.					
EDWARDAM	08/07/2009 04:53:22 PM	Call To [REDACTED]				
	RCM advised we were hoping for the part to come in today, but it has not; we will follow up Monday to seek if it arrives Monday; wanted to inform his wife that we have submitted for the 2 vehicle payments and will take about 4 weeks to clear; will follow up Monday if part comes in. RCM to follow up on parts 8/10.					
EDWARDAM	08/10/2009 09:47:38 AM	Call To Mike Dolce		408112		
	RCM advised seeking if part came in. Service Manager advised it has not as of yet. RCM advised will follow up later to seek if it arrived today. RCM to follow up.					
EDWARDAM	08/10/2009 04:05:08 PM	Call To Mike Dolce		408112		
	RCM advised seeking if the part came in. Service Manager advised it did not; received an e-mail from FOM with updates on parts and this was not on the list either. RCM advised seeking for Service Manager to response to FOM's e-mail with this Customer's case stating the ETA was 8/7 and it has not arrived. Service Manager advised will do and copy RCM on that e-mail. RCM to research.					

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

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

<u>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	08/10/2009 04:13:33 PM	E-Mail To Greg & Mindy				
		Mindy & Greg,				
		I have a case # 90171520, where the ETA was 8/7 and Bayside 408112 has not received it as of today 8/10.				
		VIN # WVWFV71KX8W [REDACTED]				
		Ordered June 30th				
		Part #:000325025XZD7				
		Sales Document #:1005801154				
		Any ideas on what I can do and it's not listed on the master mechatronic spreadsheet?				
		Thank you,				
		Amanda Edwards				
		RCM to follow up with Customer.				
PRENTIM	08/10/2009 04:21:30 PM	E-Mail To Amanda				
		RC advised that vehicle needs to be listed as "car down" on parts order to appear on spreadsheet. RC to follow up with Parts for an ETA.				
PRENTIM	08/10/2009 04:23:55 PM	E-Mail To Mechatronic				
		RC asked for status of part. RC to wait parts.				
EDWARDAM	08/10/2009 04:27:02 PM	Voice Mail For [REDACTED]				
		RCM LVMM. RCM advised unfortunately the part did not arrive today; we are researching with parts to find out ETA on this since it was scheduled for 8/7; will follow up by Wednesday 8/12. RCM to follow up with Dealer 408112.				
EDWARDAM	08/11/2009 09:14:06 AM	E-Mail From Mike Dolce		408112		
		Looks like this was shipped 8/7/09 (included is a print screen of parts delivery from Claims Analyst/Parts Logistics)				
		RCM to follow up 8/12.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PRENTIM	08/11/2009 02:00:27 PM	E-Mail From Robyn Mahon				
		Parts confirmed shipping date of 8/7/09. RCM to follow up with Dealer.				
CR_BATCH	08/12/2009 04:00:26 AM	Note To EDWARDAM				
		Amount for \$ 818.00 was Posted on 08/11/2009. AP reference number: 40042391				
CALDWEM	08/12/2009 11:00:55 AM	Return Call From [REDACTED]				
		Customer states seeking to speak with the RCM's. CA attempt to contact the RCM's.				
CALDWEM	08/12/2009 11:01:58 AM	Call To EDWARDSA				
		CA attempts to contsct the RCM, CA returns back to CUST.				
CALDWEM	08/12/2009 11:02:17 AM	Return To [REDACTED]				
		CA advised the RCM was not available at this time, CA will attempt to contact the other RCM. CA contacts RCM.				
CALDWEM	08/12/2009 11:02:36 AM	Call To PABSTM				
		CA transfer call to RCM, RCM continues with Customer.				
PABSTM	08/12/2009 11:08:54 AM	Continued Comment With [REDACTED]				
		Customer asked for update on repair, advising she got a message that the car was fixed, but she doesn't have her sons car back yet. RCM advised the voice mail was an update for the part shipping 8/7/09, and that the RCM would contact the Customer by the COB today, Wednesday. 8/12/09. RCM updated the customer on the loyalty voucher being processed as of 8/6/09, she should have it within 7-10 business days, and that the vehicle payments were processed on 8/11/09, so we are making progress. RCM to contact dealer 408112.				
EDWARDAM	08/12/2009 11:14:54 AM	Call To Mike Dolce		408112		
		Service Manager advised the mechatronic unit arrived today; they should have the vehicle completed at the latest by tomorrow. RCM to follow up with Customer.				

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EDWARDAM	08/12/2009 01:54:22 PM	Call To [REDACTED]				RCM advised knows she spoke with back-up RCM; spoke with Dealer 408112 who advised they received the mechatronic unit today; they are installing it today and hope to have the vehicle completed today; if not today then by tomorrow. Customer states back up RCM has been wonderful to speak with and appreciates everything CCC has done for her; knows our hands were tied with this, but it was a big inconvenience; appreciates the vehicle payments though; has not had a good service experience with Dealer 408112 though; hopes they can complete her son's vehicle today, because he is off today; if not he will have to take time off of work for tomorrow to go and get it. RCM advised will notify Service Manager of this information in hopes they can have it done today; if not unfortunately it will be completed by tomorrow; if there is any further concerns to let us know. RCM to e-mail Dealer 408112.
EDWARDAM	08/12/2009 02:01:16 PM	E-Mail To Mike Dolce		408112		RCM sent FYI e-mail to Dealer 408112 Service Manager seeking if vehicle is completed today to contact Customer as the son is off today from work and available to pick it up. No Further Action.

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2008 New GTI 2.0T [REDACTED]	090172877	Customer Relations	WVWHV71K18W [REDACTED]	20,000		
SHEARDA	07/14/2009 04:38:51 PM	Call From [REDACTED]				Complaint 405029 Pr. Part: 3511-Mechatronic Pr. Rsn: 10T Unusual transmission noises
		Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); maintains the vehicles at our dealers; has not experienced multiple vehicle issues; has a service contract for the tires; Customer states while driving between 0 and 30 mph the vehicle was making a engine/airplane noise; Customer is seeking/expecting for us to work out something with the vehicle payment \$367.88, and the satellite radio payments \$13.95; Customer states that the vehicle has been at dealer 405029 since 06/14/2009, and they have called to advise him that the parted needed to address the vehicle concern may not arrive for a while and he may not get his vehicle back until early August; Customer states he is driving a vehicle however it is not the one he is paying for and his vehicle payment is due either today or tomorrow. CO advised customer that because of the nature of the concern CO is assigning his case to a RCM to evaluate and that he will receive a follow up on Wed., 07/15/2009 before the close of business; advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranties; advised customer to continue making his vehicle payments. CO to assign to RCM to evaluate.				Complaint 405029 Part: 7209-Seat frame, front Rsn: S07 Poor/uncomfortable lumbar support - Driver
SHEARDA	07/14/2009 04:44:16 PM	Assigned To CCC				Complaint 405029 Part: 4440-Tire Rsn: R22 Unusual suspension noises
		Customer is seeking for us to work something out for his vehicle payment (\$367.88) and the satellite radio payments (\$13.95) as his vehicle has been at dealer 405029 since 06/14/2009; states he has been advised that the vehicle may not be repaired until early August. RCM to evaluate and follow up with the customer on his cell phone, [REDACTED] RCM to evaluate.				Complaint Rsn: 74A Customer leaving brand
LEDESMM	07/14/2009 05:21:33 PM	Assigned To JANSSEL				
		Assigned for handling. RCM to follow up.				

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JANSSEL	07/15/2009 09:05:18 AM	E-Mail To Alberto Luaces		405029		

***** Email to aluaces@esserman.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE.

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWHV71K18W [REDACTED]

Reason for Inquiry: Customer states while driving between 0 and 30 mph the vehicle was making an unusual noise. Customer states vehicle has been down at dealer 405029 since 6/14/09 and the ETA for repair is early August.

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

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

Thank you in advance for your help.

Lisa Janssens
(248) 754-3170

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 405029 email.

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JANSSEL	07/15/2009 10:05:00 AM	E-Mail From Albert Luaces		405029		The part has not arrived, it is on red order, the ETA was 7-12-09. Alberto Luaces RCM to call dealer 405029 parts department.
JANSSEL	07/15/2009 10:10:25 AM	Call To Neli Diaz		405029		RCM seeking part #, sales doc #. Part Manager advised: the mechatronic unit was ordered on 6/26/09, no ETA, part #- 000325025XZC1, sales doc #- 1005760024, Part Manager has sent an email to the parts specialists, cannot red order part, will put order in car down status. RCM to call customer.
JANSSEL	07/15/2009 03:53:18 PM	Call To [REDACTED]				RCM advised: still researching concerns and request, will follow up by COB Friday 7/17/09. RCM to consult RC.
JANSSEL	07/16/2009 10:03:30 AM	Call To Greg Peters				RCM advised RC that part was expected on 7/12/09 however has not arrived as of yet. RC advised RCM to escalate the case for further research. RCM to assign case to RC.
JANSSEL	07/16/2009 10:05:09 AM	Assigned To CCC				Please research part status. Part #- 000325025XZC1, sales doc #- 1005760024, ordered on 6/26/09. RC to research.
PETERSG	07/16/2009 10:30:48 AM	Note To CCC				This part is not on the Mechatronic spreadsheet and yet from looking at EUP/E9P, it does appear to be a valid order. There hasn't been any movement since 6/17/09. RC asked RCM to escalate this VIP inquiry so we can confirm with our Parts Group that this order is indeed being processed.
PRENTIM	07/16/2009 10:41:54 AM	Assigned To PRENTIM				RC to email Parts group for information on ETA.

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PRENTIM	07/16/2009 10:46:01 AM	E-Mail To	000325025XZC1			Mechatron RC asked for status of part. RC to wait Parts response.
PRENTIM	07/16/2009 03:37:22 PM	E-Mail From	Jeremy Rose			This part has still not confirmed in the German system but the dealer has opened a critical alert which is giving an eta of early to middle august. RC to follow up again on 8/15/09.
JANSSEL	07/17/2009 03:11:44 PM	Call To	[REDACTED]			RCM advised: still researching concerns regarding part, part may not arrive to dealer 405029 until early to mid August, once vehicle is repaired we will evaluate his request for assistance with the vehicle payment and satellite radio, we will follow up by COB Monday 8/17/09 with an update. Customer states: will continue to make payments as scheduled. RC to track part.
PRENTIM	08/14/2009 07:58:26 AM	E-Mail To	parts			RC asked for status of part. Wait parts.
PRENTIM	08/14/2009 04:06:27 PM	E-Mail From	Jeremy Rose			This part shipped out on 7-24-09. It should be to the dealer by now. If it is not please have the dealer file a claim and re-order as this should definitely be to the dealer by now. RCM to call dealer.
PRENTIM	08/14/2009 04:08:05 PM	Assigned To	JANSSEL			
JANSSEL	08/17/2009 10:16:53 AM	Voice Mail For	Joe Benitez	405029		RCM seeking to know if part arrived at dealer 405029, if repairs are complete, when the vehicle came in and released, any goodwill offered. RCM to wait dealer call.

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JANSSEL	08/17/2009 02:29:53 PM	Call To Joe Benitez		405029		
	RCM seeking to know if vehicle is repaired, downtime, and if any goodwill was offered. Service Advisor advised: dealer 405029 did not offer any goodwill or payments, vehicle is repaired, vehicle came in on 6/16/09 and released on 7/29/09.					
	RCM to advise: we have evaluated customer's request for compensation, we can offer one vehicle payment and \$25 in dealer services OR customer can send in his satellite radio bill and we will reimburse for one month service (\$13.95). RCM to call Customer.					
JANSSEL	08/17/2009 02:50:43 PM	Call To [REDACTED]				
	RCM advised: we have evaluated customer's request for compensation due to down time, we can offer one vehicle payment and \$25 in dealer services OR customer can send in his satellite radio bill and we will reimburse for one month service (\$13.95), customer would need to fax in his VCI statement and keep making payments as scheduled, once we receive his statement it will take 4-6 weeks for the payment to process and he will see the credit on a future statement, provided CCC's fax number and reference number. Customer states: he will send in his statement to CCC, will accept the dealer services, since he received his vehicle back, the lumbar support is broken and will make another appointment with dealer 405029, dissatisfied with the quality of the vehicle and also dissatisfied with a loud tire noise, will not purchase another VW. RCM to assign case to team 5.					
JANSSEL	08/17/2009 02:52:26 PM	Assigned To CCC				
	Please send customer \$25.00 in dealer services. Team 5 to generate letter.					
BICKMAD	08/18/2009 06:26:10 AM	Assigned To FOSTERC				
FOSTERC	08/19/2009 03:26:40 PM	Mail To [REDACTED]				
	CA generated and mailed letter. Letter can be viewed in doc center. RCM to review and close.					
FOSTERC	08/19/2009 03:29:03 PM	Assigned To JANSSEL				
	RCM to review and close.					
JANSSEL	08/19/2009 03:30:57 PM	Note To CCC				
	RCM reviewed. No further action.					

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2008 New GTI 2.0T ██████████	090172987	Customer Relations	WVWHV71K68W██████████	30,887		Complaint 409460 Pr. Part: 3726-Transmission speed sensor Pr. Rsn: 10T Unusual transmission noises
DUBROCN	07/14/2009 07:22:58 PM	Call From ██████████				Complaint 409460 Part: 3726-Transmission speed sensor Rsn: 14H Repeat Repair
	Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; has had concerns with speakers which have burnt out 4 times since purchase; vehicle just stopped on the freeway which was a fuel sensor; had a concern with vibrating was a fuel sensor; this is the second time with the tiptronic system; does not have a service contract; vehicle is making unusual transmission noises; working with SM Paul; Salesperson Paul; spoke with the sales manager which advised him to speak with his salesman; they are willing to trade this vehicle in; does not want to go through that process again; feels VW will make this right; is currently driving the vehicle DLR advised can avoid concerns if driven in manual mode; this customer perceives this to be a premature failure. Customer is seeking/expecting to replace this vehicle; does not want to have to go through any finance process just trade vehicles. CO advised: cannot guarantee that VW will assist; due to the nature of the concerns a RCM will research and follow up with CUST by the COB on 7/15. CO to assign.					
DUBROCN	07/14/2009 07:35:50 PM	Assigned To ccc				
	Customer seeking VW to replace his vehicle; does not want to go through the finance process just trade vehicles. CO advised: cannot guarantee that VW will assist with this repair; due to the nature of the request a RCM will research and follow up with Customer by the COB on 7/15. RCM to research.					
ISTIFOV	07/15/2009 07:59:24 AM	Assigned To ISTIFOV				
	Assigned.					
ISTIFOV	07/15/2009 01:56:10 PM	Conference Call With Steve Kendall FC 409460				
	RCM contacted Service Manager at dealer 409460 regarding customer's vehicle concerns and FOM was presented and advised that dealer 409460 will work with customer in trading the vehicle and offering money towards the purchase or lease of a new vehicle once customer chooses the next vehicle to purchase or lease. Service Manager advised he expects customer to come in to dealer on Friday 7/17/09 and will work with customer then. RCM to call customer and advise.					

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ISTIFOV	07/15/2009 02:30:09 PM	Voice Mail From	[REDACTED]			
	RCM left message advising that the Service Manager from dealer 409460 has advised that he is involved with customer's vehicle and to work with the Service Manager as he will work with the area manager regarding trading customer into another vehicle as once customer makes a decision on what vehicle he wants, the Service Manager will then work on a dollar figure for assistance for customer. RCM advised to please contact CCC with any questions or concerns. No further action.					
CLAYTOY	07/15/2009 07:52:55 PM	Return Call From	[REDACTED]			
	Customer states the is returning the RCM call. Customer states he did not get the call and wants to know what the RCM left on voicemail. CA advised the customer he would need to work with the Service Manager and the Service Manager is working with the area manager to try to get the customer out of the vehicle. CA advised once the customer picks out the vehicle then Service Manager would work out a dollar amount for assistance for the customer. Customer states he does not want to pay anything but he will work with the Service Manager. RCM to review and close.					
ISTIFOV	07/16/2009 07:58:54 AM	Note To CCC				
	No further action.					
PEONJU	07/16/2009 11:05:43 AM	Call From	[REDACTED]			
	Customer called to ask case status; CA advised: per RCM notes that Factory rep from VW and Service Manager will deal directly with Customer; please contact Service Manager. RCM to review and close.					
ISTIFOV	07/16/2009 11:19:59 AM	Note To CCC				
	No further action.					
PEONJU	07/21/2009 07:08:05 PM	Call From	[REDACTED]			
	Customer asking if we can provide the name of the representative; CA informed, that is a Dealer resource and CCC RCM has stated that this case is now being handled at a Dealer level; Customer states Dealer is not contacting him and he would like CCC CA, supervisor, RCM or someone to help further and have someone change the decision on his case; CA advised: if there was anyone or anything we could do to change our decision in his case we would have done it; our decision stands the same at this time; Customer informed he will contact an attorney and contact the BBB about VW and the Dealer tomorrow; CA advised: Customer can attempt to speak with general manager at Dealer and if he's not getting any response, he may have to pursue other avenues as he stated. CO to review and close.					

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ISTIFOV	07/22/2009 07:58:55 AM	Note To CCC				
	No further action.					
WHEELEK	07/23/2009 10:33:26 AM	Return Call From [REDACTED]				
	Customer states: the dealer stated they cannot get the type of vehicle he wants, because it is the end of production; he wanted a exterior black GTI with leather interior, wanting to keep a vehicle until it reached 150K; he feels VW should be able to provide a similar vehicle ; he feels this vehicle is a lemon and may have to get an attorney. CA advised: the dealer is the best resource to locate the vehicle; if you are unable to provide any options to the dealer, they will only advise him, based on his request; he may reference his owner's manual if he is seeking resolution outside of the dealer and the manufacture. Customer states: he did say he would take a vehicle with black and silver or gray interior; he was told there may a similar vehicle within a few months or possibly an A3 with his specifications; the General Manager will not return his calls; the Service Manager only tells him, the vehicle is valued at \$15,000.00 and he stills owes VW money; he knows he is going to have to wait another 2-3 weeks for his vehicle to be repaired; he wants answers to his questions, but is not getting any answers. CO advised: VW is unable to meet his request, and produce a MY2008 or 2009 vehicle; the dealer is the best resource to address his questions, about the vehicle's value and/or depreciation; finance questions, vehicle availability, and if his requests may be met; will escalate to RCM regarding his complaint about lack of follow up from the dealer, and that he needs to understand the value of his vehicle; will receive an update by COB, Friday, 7-24-2009. RCM to e-mail/contact dealer 409460.					
WHEELEK	07/23/2009 11:06:36 AM	Note To IstifoV				
	Per customer the vehicle is still at the dealer; General Manager is not returning his calls; the dealer cannot find a Black with leather interior GTI; he wants to speak with someone regarding his questions about the value and/or depreciation of the vehicle; how long he would have to wait for the MY2010 or if he would be able to get into an A3; can be reached on cellular number between 8-5 RCM to research.					
ISTIFOV	07/23/2009 11:41:31 AM	Call From Paul Boots		409460		
	Service Manager advised that the customer must select a vehicle first before dealer 409460 and the FOM will become involved as to what type of discount he will receive on the new vehicle. Service Manager advised that the vehicle the customer is looking for is not available and so the customer will have to either choose another vehicle or he will have to wait for a 2010 model to arrive. RCM to call customer.					

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ABDULAM	07/23/2009 05:07:34 PM	Voice Mail To	[REDACTED]			CA LMTRMC. Please advise Customer to work with dealer as they will offer trade assistance once customer selects the vehicle he wants. Wait Customer call.
AUSTINS	07/23/2009 05:17:35 PM	Call From	[REDACTED]			Customer states: he is returning RCM call. CA advised: will see if RCM is available. CA to call RCM.
AUSTINS	07/23/2009 05:17:50 PM	Note To CCC				RCM is assisting another Customer. CA to return to Customer.
AUSTINS	07/23/2009 05:18:00 PM	Return To	[REDACTED]			CA advised: RCM is assisting another Customer. Customer asked CA if he could place him on hold. CA agreed to hold. CA held for 6 minutes and CA disconnected the call. RCM to call Customer.
ISTIFOV	07/24/2009 01:07:55 PM	Call From Steve Kendall/Paul Boots (S)	409460			Service Manager and FOM contacted RCM to advise that the customer is stating he feels his vehicle needs another mechatronics unit due to improper shifting however, dealer 409460 has not been able to duplicate the concerns and has declared the vehicle to be operating to specifications. FOM advised if VW was to go through with the trade assist then the customer would be responsible for \$8,800 in usage fees due to the mileage on his vehicle and that dealer 409460 will offer \$15,000 trade in for his vehicle as the customer owes \$22,000 dollars and the customer would be \$15,000 upside down on the trade in for a new vehicle. FOM advised VW will continue to service the vehicle under the terms of the warranty at this time and if customer has any questions regarding trading the vehicle then have him speak with dealer 409460. RCM to cal customer.
ABDULAM	07/24/2009 02:20:38 PM	Voice Mail To	[REDACTED]			CA LMTRMC. RCM to advise of VW position is to work under the terms of the warranty and Dealer found vehicle operating per manufacture specifications. Wait Customer call.
MULLIGM	07/24/2009 02:44:34 PM	Return Call From	[REDACTED]			Customer states returning call; CA to call RCM.

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MULLIGM	07/24/2009 02:46:18 PM	Call To Vance				RCM not available; CA to return to Customer.
MULLIGM	07/24/2009 02:47:08 PM	Return To [REDACTED]				CA advised RCM assisting others; CA can leave message or transfer to VM; Customer states CA can leave message; RCM to call Customer.
ABDULAM	07/24/2009 05:05:53 PM	Voice Mail To [REDACTED]				CA LMTRMC. RCM to advise of VW position is to work under the terms of the warranty and Dealer found vehicle operating per manufacture specifications. Wait Customer call.
MANNAE	07/27/2009 12:36:26 PM	Call To [REDACTED]				RCM backup advised have spoken with dealership and have been advised they are unable to verify concerns and vehicle is operating to manufacturer specifications, advised VW will continue to service vehicle under LNVW. Customer states VW has done nothing, if he gets into a car accident he has many documentations to present to verify his concerns were addressed, states will be taking vehicle to another VW dealership for a second opinion, also states dealership never advised him to his face that vehicle is operating to manufacturer specifications, asked to keep vehicle to verify concerns or it being a more serious problem, has reported this to BBB and disconnected call. RCM to review and close.
ISTIFOV	07/27/2009 01:09:51 PM	Note To CCC				No further action.

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2008 New GTI 2.0T [REDACTED]	090174273	Customer Relations	WVWFV71K28W [REDACTED]	13,000		
DELANDG	07/15/2009 09:10:23 AM	Note To CCC				
	Please refer to case #809103961. Case opened to follow up with Customer. CO to assign to region for RCM assignment.					Inquiry 423322 Pr. Part: 3885-Mechatronics Pr. Rsn: 82E Parts Delay
DELANDG	07/15/2009 09:15:29 AM	Assigned To WER				
	Please contact Dealer 423322 to confirm whether Customer's mechatronics unit has arrived, and if so, the status of the repair.					Complaint 423322 Part: 3885-Mechatronics Rsn: 95J Length of time for repairs
ZEHELD	07/15/2009 01:05:07 PM	Assigned To ZEHELD				
ZEHELD	07/15/2009 02:06:07 PM	Call To Brad - Parts		423322		
	DP states parts were ordered on 5/22 arrived on 6/24 and vehicle was released on 6/30. RCM advised DP to transfer to Service Manager. RCM to continue comments with Service Manager.					Praise 423322 Rsn: 85J Treatment by Personnel
ZEHELD	07/15/2009 02:07:20 PM	Continued Comment With Tom Staplet		423322		
	Service Manager states has not offered any type of Goodwill; believe vehicle is paid off. RCM to assign to Correspondence.					
ZEHELD	07/15/2009 02:36:58 PM	Assigned To DELANDG				
	Customer vehicle is paid off so VW can't offer a vehicle payment; cannot meet CUST expectations for extended warranty or 1 year free maintenance; vehicle was down 40 days waiting for parts; VW can offer \$500 in Dealer services which Customer can use towards service, parts, accessories, or purchasing an extended service contract or we can issue a Dealer service certificate to cover the 20k service. Correspondence to follow up.					
DELANDG	07/15/2009 03:45:54 PM	Note To CCC				
	CO agrees with RCM's offer suggestion. In order to present offer, CO 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>
DELANDG	07/17/2009 02:30:21 PM	Call To [REDACTED]				
	CO advised calling to ensure Customer's repair has gone smoothly from his perspective. Customer states that his GTI has developed a sound in the steering column and he thinks that he has been experiencing the same hard shifts as he was before; he is rather frustrated with this because this is his first new car; he has an appointment on 7/23 to have it looked at and if he does not get his car back that day, he will be requesting to be put into a new vehicle; please also make sure it is documented that he is very happy with the service he has gotten from DP. CO advised: we understand the Customer is seeking compensation for his concerns, and we will be looking into that for him, but if he is continuing to have concerns, we will have an answer for him once the vehicle is essentially repaired; it is our goal and obligation to work within the terms of the warranty in order to repair your vehicle to operating specifications, so we cannot guarantee that we will be able to put him into another vehicle, especially considering the vehicle has not yet been diagnosed; we will follow-up with Customer no later than close of business Mon Jul 27, if not sooner. CO to assign to region for RCM contact.					
DELANDG	07/17/2009 02:41:49 PM	Assigned To WER				
	Customer states has been very happy with the face-to-face service he has gotten from Dealer 423322's staff. Also, he is continuing to experience concerns with the transmission and now a noise in the steering column; his appointment is Jul 23, but he will be requesting to be put into a new vehicle if does not get his vehicle back that day, or if there is another issue with the transmission. Please contact Dealer 423322 to make them aware of the Customer's satisfaction with his treatment, but please also give them a head's up of the customer's potential request in hopes to head off any dissatisfaction, if possible. RCM to contact Dealer 423322.					
ZEHELD	07/17/2009 02:46:40 PM	Assigned To ZEHELD				
ZEHELD	07/17/2009 03:23:29 PM	Call To Tom Stapleton		423322		
	RCM advised of Customer compliment and current concerns; will follow up on 7/23 for an update. RCM to close case pending Dealer 423322 call on 7/23. RCM to call Dealer 423322 on 7/23.					
ZEHELD	07/23/2009 05:58:44 PM	Call To Breanne		423322		
	RCM LMTRMC for Service Manager. RCM to wait Dealer 423322 call.					
ZEHELD	07/24/2009 04:08:56 PM	Call To Tom Stapleton		423322		
	Service Manager states will call RCM back shortly. RCM to wait Dealer 423322 call.					

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ZEHELD	07/27/2009 03:20:34 PM	Call To Tom Stapleton		423322		Service Manager states Service Advisor working on case is on the phone will call RCM right back. RCM to wait Dealer 423322 call.
DELANDG	07/27/2009 04:21:35 PM	Call To [REDACTED]				Customer states that he has his car back, the transmission was reflashed, and everything seems to be fine at this time. CO advised we are still working on a decision as to any compensation and we will be back with him as soon as we have an answer. RCM to wait Dealer call.
ZEHELD	07/27/2009 06:09:51 PM	Call To Tom Stapleton		423322		Service Manager states vehicle is done and gone; not sure if Dealer 423322 sent out the \$500 in Dealer services. RCM advised usually CCC will send out the certificate; seeking Service Manager to find out what type of compensation Customer has been provided with prior to RCM sending anything to Customer. RCM to wait Dealer 423322 call.
ZEHELD	07/27/2009 07:26:57 PM	Return Call From Tom Stapleton		423322		Service Manager states Customer was sent a \$500 Dealer credit due to down time. RCM to e-mail FOM.
ZEHELD	07/27/2009 07:37:38 PM	E-Mail To Mike Modl				RCM sent FYI e-mail to FOM with Goodwill decision for days down. RCM to e-mail Med/Arb.
ZEHELD	07/27/2009 07:39:01 PM	E-Mail To Brian Lindsay				RCM sent alert e-mail to Med/Arb. RCM to assign to Correspondence.
ZEHELD	07/27/2009 07:40:04 PM	Assigned To DELANDG				*Note Dealer 423322 has already sent \$500 Dealer credit to Customer; VW supports and decision and will not offer anything further. Correspondence to follow up.
DELANDG	07/28/2009 03:37:12 PM	Voice Mail To Phillipe Onetto				CO LVMM advising we would like to discuss his vehicle concerns. When Customer calls, please advise he has been offered \$500 in dealer services and this has been processed by Dealer 423322. (We are not able to offer additional compensation to what the dealer has processed.) 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>
DELANDG	07/30/2009 01:41:33 PM	Call To	[REDACTED]			

CO advised that there is a dealer service voucher in process for \$500 that is good toward good and service at the dealership. Customer states that the dealership has been great, and CO has been very responsive, but this is just not the experience he has expected to have, and even other people that he has spoken with have not been so great to talk to. CO advised that is any other concerns should arise, he is welcome to contact CO directly, if he prefers. No further action.

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2008 New GTI 2.0T [REDACTED]	090176216	Customer Relations	WVWFFV71K88W [REDACTED]	12,000		
SHORTK	07/17/2009 11:48:29 AM	Call From [REDACTED]				
Customer states 2 VW, purchased and making payments thru VCI, no extended service contract, maintained at DLR 424154, working with SA (Jen), seeking to document a complaint and receive alternate transportation regarding wait for Mechatronics Unit. Customer states he is currently driving his VEH and it constantly jerks. Customer states he has been awaiting part for 60 days. CO advised customer our primary goal is to work under the terms of his warranty. CO advised customer his request would be evaluated and RCM would follow up with him by COB 7/20/09. CO to escalate to RCM.						Complaint 424154 Pr. Part: 3885-Mechatronics Pr. Rsn: 50E Shuddering/Shaking
SHORTK	07/17/2009 11:56:13 AM	Assigned To ccc				
Customer seeking alternate transportation and to document a complaint regarding wait for mechatronics unit 60 days. RCM to email DLR 424154						Complaint Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
NARDONP	07/17/2009 12:01:14 PM	Assigned To CAMPOSA				
CAMPOSA	07/17/2009 02:06:23 PM	Voice Mail To Jim			424154	
RCM LVMM. RCM advised: customer advises he has been out of his vehicle for 60 days; customer says his vehicle is really starting to buck; customer is seeking alternate transportation; RCM is also seeking actual days down. RCM to wait Dealer call.						Complaint 424154 Rsn: 95J Length of time for repairs

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CAMPOSA	07/17/2009 03:05:05 PM	E-Mail To Jeff Payne				
Model/Model Year: 2008 GTI						
In-service Date: 8/29/2008						
Mileage: 12k miles						
What is the concern: As of today, this customer has been waiting 46 days for a mechatronics unit.						
What is the customer seeking: Customer contacted us today. He didn't ask for anything specific other than alternate transportation, and to voice his extreme frustration with waiting for part.						
Next steps/CARE action: RCM seeking to make you aware of this case. RCM to wait dealer call.						
CAMPOSA	07/17/2009 03:36:53 PM	E-Mail From Jeff Payne				
Ann,						
We need to compensate [REDACTED] for his trouble. We need to make his payments (if he has any) on the car while it has been waiting for the part. We also need to cover a rental car for the customer. The dealership should be able to provide a VW for him to drive. If they cannot, please let me know.						
Thanks,						
Jeff Payne Area 43 FOM RCM to call Dealer.						
CAMPOSA	07/17/2009 03:47:42 PM	Call To Jim		424154		
RCM advised: FOM is requesting this customer be put into a VW rental; if not possible, FOM is seeking a call from Dealer; we will also be providing customer with vehicle payment. Service Manager advised: may not be able to get customer into a VW rental vehicle; will call his rental agency; then call the FOM; then he will call the customer; will attempt to get customer into something today. RCM seeking a follow up from Dealer. RCM to wait dealer call.						

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	07/17/2009 04:27:21 PM	Return Call From Jim		424154		
Service Manager advised: customer will be in an Enterprise Jetta on Monday 7/20; customer was thrilled that VW would make a vehicle payment; customer has loan through VCI. RCM advised: will follow up with customer on Monday 7/20; will advise customer to send in payment information and CCC will handle EFT from here. RCM to call customer.						
CAMPOSA	07/20/2009 08:27:24 AM	Note To CCC				
RCM to update FOM on case. RCM to email FOM.						
CAMPOSA	07/20/2009 08:27:41 AM	E-Mail To Jeff Payne				
Good Morning Jeff,						
According to Service Manager, Jim, at Dealer 424154 the customer was very satisfied with a vehicle payment right now. He was also satisfied with a lease that was a VW vehicle. (Jim set that up Friday 7/17, and the customer will pick up his rental vehicle today)						
I will follow up with the customer, so I can advise him of how to send in his information for the vehicle payment.						
Best Regards, Ann Camposeo Central Regional Case Manager RCM to call customer.						
CAMPOSA	07/20/2009 01:57:20 PM	Call To [REDACTED]				
RCM advised customer: following up to verify that customer received the rental today. Customer advised yes. RCM advised: RCM is seeking VCI bank statement or payment coupon so that RCM can process a vehicle payment; takes 4 weeks from time of receipt of payment information; will have customer work directly with dealer from this point. No further action, pending fax from customer.						
MARASHS	07/22/2009 01:27:34 PM	FAX From [REDACTED]				
Fax in doc center.						

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CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	07/22/2009 02:11:54 PM	Note To CCC				
	851815878, WVWFV71K88W					Vehicle payment due to lengthy wait for repairs. Total - \$432.68
CR_BATCH	07/30/2009 04:00:28 AM	Note To CAMPOSA				
	Amount for \$ 432.68					was Posted on 07/29/2009. AP reference number: 40039795

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2008 New GTI 2.0T [REDACTED]	090177572	Customer Relations	WVWFV71K68W [REDACTED]	24,000		Complaint 408203 Pr. Part: 3511-Mechatronic Pr. Rsn: 36A Rental/Loaner
SMITHN	07/20/2009 10:43:36 AM	Call From [REDACTED]				
	Customer states she was told she needs a mechatronic unit and Dealer 408203 is advising her that they will not have the part until September; her vehicle is bucking all over the place and doesn't feel it is safe to drive, even though dealer assures her it is. Customer states seeking: alternate transportation; would like us to speed up part. RCM advised: part has to be built custom for vehicle and therefore we can't speed up the process; an RCM will contact her before COB tomorrow about rental/loaner vehicle. Customer states anytime is fine with her. RCM to assign to RCM.					
SMITHN	07/20/2009 10:46:28 AM	Assigned To CCC				
	Customer states: seeking rental/loaner vehicle; dealer 408203 advised her that her vehicle is safe to drive; vehicle is bucking. RCM to email Dealer 408203.					
HAWLEYD	07/20/2009 11:39:34 AM	Assigned To HAWLEYD				
	Assigned for handling.					
HAWLEYD	07/20/2009 05:02:25 PM	Call To Edgar (assistant to mgr)		408203		
	Service advisor advised that he will look into this and contact RCM back. RCM advised that we need to make sure that the tech has contacted tech line and we will pay to put the customer in a rental vehicle. RCM waiting for service advisor call back.					
HAWLEYD	07/21/2009 11:26:08 AM	Call To Edgar (assistant to mgr)		408203		
	Service advisor advised that the vehicle needs a mechatronics unit and that the customer is in a loaner vehicle. RCM to contact customer.					
HAWLEYD	07/21/2009 01:42:53 PM	Voice Mail To [REDACTED]		REC		
	RCM LMTRMC. RCM or CA - Please advise customer that the dealer will either provide her a rental or loaner vehicle to drive while we wait for the part. Please advise customer that the part is built VIN specifically and we are working with the corporate parts department to obtain the part sooner, however there are no guarantees. Please advise customer to stay in contact with the dealer. RCM waiting for customer call back.					

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HAWLEYD	07/22/2009 11:01:56 AM	Call From Edgar (assistant to mgr)		408203		
		Service advisor advised that he would like to know if VW is going to assist with the \$5.00 a day homeland security tax. RCM advised that we will do it for this customer. RCM to follow up.				
HAWLEYD	07/22/2009 11:19:33 AM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM or CA - Please advise customer that the dealer will either provide her a rental or loaner vehicle to drive while we wait for the part. Please advise customer that the part is built VIN specifically and we are working with the corporate parts department to obtain the part sooner, however there are no guarantees. Please advise customer to stay in contact with the dealer. No further action.				

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2008 New GTI 2.0T [REDACTED]	090178076	Customer Relations	WVWFD71K38W [REDACTED]	16,000		Complaint 406413 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
LOPEZJ	07/20/2009 05:15:51 PM	Call From [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 2 vehicles; maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; vehicle is shifting really hard and Customer took vehicle to Dealer for diagnosis; Dealer found vehicle needs a new valve in the transmission; Customer had previously complained of the concern during the 10k mile service and the Dealer found the vehicle to be working to manufacture specifications; vehicle is now at Dealer waiting to be serviced because the needed part is on back order; Service Advisor Dave referred Customer to VW CCC; vehicle has been waiting for service for a week and the part has been on order for about three weeks; Customer was provided a loaner vehicle, a Chevrolet HHR; which Customer is very dissatisfied with; Customer feels this rental is extremely subpar to Customer vehicle and a complete opposite of Customer GTI; Customer is dissatisfied he is paying for a VW GTI and driving an awful rental vehicle; Customer foresees making two months of vehicle payments while waiting for his vehicle repair; Customer is seeking/expecting vehicle repair and to be placed into a better rental/loaner vehicle; possibly compensation for time down; working with Service Advisor Dave; this customer perceives this to be a premature failure. CO advised: due to the nature of Customer concerns CO will escalate Customer case to a RCM for review and Customer will be contacted by COB tomorrow at [REDACTED] CO to assign for handling.						Complaint 406413 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
LOPEZJ	07/20/2009 05:26:10 PM	Assigned To RCM				Complaint 406413 Part: 3885-Mechatronics Rsn: 33Q Vehicle Working to Operating Specs
Please review Customer concerns with vehicle repairs and backordered part; subpar rental vehicle and vehicle time down; RCM to follow up with Customer by COB tomorrow 7/21/09 at [REDACTED] RCM to contact Dealer 406413.						
CAMPOSA	07/21/2009 07:58:25 AM	Assigned To CAMPOSA				
CAMPOSA	07/21/2009 08:30:13 AM	Call To Paul Zana		406413		
Service Manager advised: component on order is the Mechatronics unit; RO was opened 6/29; total days as of today is 23 days; customer was put into a rental 7/13; will research to see what type of rental the customer is in. RCM advised: if an upgrade rental will make the customer happy, RCM is willing to do. RCM to send email to Dealer.						
CAMPOSA	07/21/2009 09:02:51 AM	Voice Mail From Paul Zana		406413		
Service Manager advised: Customer is currently in an HHR; an upgrade would be an additional \$15 a day. RCM to call Dealer.						

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CAMPOSA	07/21/2009 09:08:12 AM	Call To Paul Zana		406413		
						RCM advised: HHR is comparable in size to the customer's GTI; if we upgraded to an additional \$15 a day, the total may actually equal a vehicle payment when all is said and done; RCM will contact customer and offer compensation for time out of her vehicle once the vehicle is repaired; RCM will follow up with Dealer to advise result of customer conversation. RCM to call customer.
CAMPOSA	07/21/2009 03:25:34 PM	Call To [REDACTED]				
						RCM advised: customer is waiting on a mechatronics unit; component is VIN specific; usually takes 4-6 weeks for component to be delivered from Germany; component is delayed and we apologize; we are glad to see the customer is in a loaner vehicle; would like to offer customer compensation for time out of vehicle in the form of a vehicle payment; RCM will follow up with customer by COB Monday 8/10 as the component is scheduled to arrive the first week in August. Customer advised: was not aware that component was VIN specific; was not aware that it was coming from Germany; was not aware that it may be coming in the first week in August; very thankful that CCC is providing information; and thankful for the compensation. RCM to email FYI to FOM.

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CAMPOSA	07/21/2009 03:39:09 PM	E-Mail To Alan Carney		406413		

***** Email to acarney@billcomotors.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 GTI

VIN: WVWFD71K38W [REDACTED]

Customer's Description of Part: Mechatronics Unit. Seeking the order date, the sales doc number and whether the component is on red-order.

Requested Information

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

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

Thank you in advance for your help.

Ann Camposeo
(248) 754-3242

RCM to send FYI email to FOM.

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CAMPOSA	07/21/2009 03:40:25 PM	E-Mail To Dave Cox				
	VIN:	WVWFD71K38W				
	Model/Model Year:	2008 GTI				
	In-service Date:	7/30/2008				
	Mileage:	16k miles				
	What is the concern:	Waiting on Mechatronics Unit since 6/29.				
	What is the customer seeking:	Customer was very frustrated. As a goodwill gesture, I advised the customer we would compensate him for time out of vehicle once the vehicle repairs were completed. Customer was very satisfied with this resolution.				
	Next steps/CARE action:	RCM will follow up with customer by COB Monday 8/10.				
	Thank you for your help.	RCM to wait dealer email				
CAMPOSA	07/24/2009 01:22:33 PM	Call To Joe (parts)		406413		
	DP advised:	purchase date 6/30; sales doc number 1005799549; originally the order was a red-order; but VW parts advised dealership to put as a daily order. RCM to assign to Level 2.				
CAMPOSA	07/24/2009 01:40:42 PM	Assigned To CER				
	This dealership was advised by VW parts to take the order off red-order. I do not see this customer's mechatronics on the spreadsheet. Can you verify that the part is on order, and what the delivery date will be? Sales Doc 1005799549, Order Date 6/30; currently on a daily order. RC to research					
PETERSG	07/24/2009 02:25:26 PM	E-Mail To Parts				
	RC e-mailed Parts, asking for an ETA. RC to wait for response.					

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PETERSG	07/24/2009 02:25:38 PM	Note To 000325025XZDA...(Mechatronic)				
		Part = 000325025XZDA;(Mechatronic)				
		Sales Doc = 1005799549				
		Dealer = 406413				
		Case = 90178076				
PETERSG	07/24/2009 04:04:34 PM	Call To Alan Carney		406413		
		SM states after he spoke with the RCM, he noticed that this is indeed on a Red Order. SM states no one from VW told him to place this on a Daily Order, that he was mistaken. RC to wait for an ETA from our internal parts group.				
PETERSG	07/27/2009 02:50:06 PM	E-Mail From Parts Specialists				
		Parts sent the following update: "This part has an eta of August 7th."				
LANDRYK	08/03/2009 08:41:24 AM	Return Call From [REDACTED]				
		Customer states: has been working with RCM. CA advised: will see if RCM is available; if RCM is not available call will go to voicemail and Customer can leave a message. CA to transfer Customer to RCM.				
LANDRYK	08/03/2009 08:43:14 AM	Transfer To Ann				
		CA transferred Customer to RCM. RCM to continue comments with Customer.				
CAMPOSA	08/03/2009 08:48:55 AM	Continued Comment With [REDACTED]				
		RCM advised: scheduled to contact customer 8/10 as part is slated to come in this week; RCM asked customer to send in copy of bank statement or payment coupon so that we can review for compensation with all the paperwork in hand; provided fax (6504); will follow up with customer by COB 8/10. Customer advised: loan through Citizens Bank; will fax information. RCM to call Dealer.				
CAMPOSA	08/10/2009 08:49:44 AM	Call To AI (Parts)		406413		
		Parts Department advised: part has not come in yet; have received a couple other Mechatronics yesterday; ETA from parts is today. RCM to advise customer the part should arrive any day from Germany; could be held up in customs; will follow up with customer by COB Friday 8/14. RCM to call customer.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	08/10/2009 06:40:13 PM	Call To [REDACTED]				RCM advised: part has not come in yet; Dealer expects any day; may be a customs delay; but RCM is just speculating as part is coming from Germany; RCM will follow up with customer by COB Wednesday 8/12. Customer advised: faxed his payment information this afternoon. RCM to call Dealer.
CAMILOM	08/11/2009 02:05:09 PM	FAX From [REDACTED]				Fax in doc center.
CAMPOSA	08/12/2009 10:37:05 AM	Call To Dan		406413		Service Advisor states: part came in today. RCM to advise customer: we understand that the mechatronics came in today; we received customer's fax; we will process customer for the vehicle payment promised; but as it took an additional two weeks, RCM would like to offer an additional 1/2 vehicle payment of \$268 or RCM can provide a \$275 service voucher. RCM to call customer.
ABDULAM	08/12/2009 05:11:42 PM	Call To [REDACTED]				CO advised that part did arrive at the dealer. CO advised that VW will process the one month vehicle payment as promised. CO advised as vehicle was down an additional 2 weeks we can either reimburse Customer an additional \$268 which is 1/2 vehicle payment or offer Customer \$275 in Dealer services. Customer states he would like the 1/2 month vehicle payment. CO thanked Customer. RCM to process check request.
CAMPOSA	08/12/2009 06:51:12 PM	Note To CCC				WVWFD71K38W [REDACTED] [REDACTED] one and one-half vehicle payment for lengthy wait for repair. Total = \$803.86
CR_BATCH	08/20/2009 04:00:24 AM	Note To CAMPOSA				Check # 70929107 for amount \$ 803.86 mailed on 08/19/2009

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2008 New GTI 2.0T [REDACTED]	090178610	Customer Relations	WVWHV71K48W [REDACTED]	18,000		Complaint 406506 Pr. Part: 3885-Mechatronics Pr. Rsn: 44E Stalling	
ALEXANLA	07/21/2009 08:11:19 AM	Call From [REDACTED]				Complaint 406506 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner	
		Customer states has a concern with the vehicle transmission stalling and surging forward; states took vehicle to Dealer 406506 yesterday and was told that the mechatronic unit needs to be replaced and parts will not be in until 4 weeks and that vehicle is not safe to drive; states is seeking to know why the parts take so long to come in. CO advised cannot say for certain however the mechatronic units may sometimes take longer to be manufactured and sent to the dealers. Customer states that he will be without his vehicle for a month and this is not the first time the vehicle has had to go into the dealer for service; states is seeking for VW to cover a vehicle payment; states 2nd VW and has vehicle maintained by Dealer 406506. 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 7/22. Customer acknowledged. CO updated Customer information. CO to assign case to RCM.					Complaint 406506 Part: 3885-Mechatronics Rsn: 97J Part Delays (No Error in Dealer Ordering)
ALEXANLA	07/21/2009 08:19:34 AM	Assigned To RCM					
		Customer seeking for VW to cover a vehicle payment; call [REDACTED] RCM to research.					
EDWARDAM	07/21/2009 08:23:05 AM	Assigned To PABSTM					
PABSTM	07/21/2009 09:21:37 AM	Call To neil Berger		406506			
		Service Manager at dealer 406506 advised the vehicle came in, and the mechatronic was ordered yesterday, 7/20/09, no ETA yet, the customer is in a loaner, the vehicle is early in ownership, but the customer has already had the dealer replace the tires. RCM advised the customer is asking for a vehicle payment due to expected 4 week time frame, will advise the customer we will look into it once the part arrives. RCM to call the customer.					
PABSTM	07/21/2009 09:44:02 AM	Call To mr. [REDACTED] cell #					
		RCM advised the handmade part will take about 4 weeks, because it is specific to the vehicle, we can look into his request for vehicle payment once the part arrives. Customer states this is the 4th major issue for over 1 day of service, now it cannot be driven for 4 weeks, he is paying for a car that he cannot drive, he must make a payment, call was lost. RCM to call the 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>
PABSTM	07/21/2009 09:50:22 AM	Call To [REDACTED]				

RCM advised if we make a payment, it would be to reimburse him for the time, it would not be a payment made now for a current payment. Customer asked what about the fact that he is having to drive a low based jetta, it's not the GTI that he is comfortable in, this is his second VW, he has a 2004 jetta, this GTI has been a disaster for 18 months. RCM advised we understand how and why a car is selected for ownership, that it reflects who he is, but we ask for patience while tracking this part, the RCM will call the customer in 2 weeks with any updates. Customer states he is hoping the car doesn't go the 30 days, as he is aware of lemon law. RCM to email dealer and FOM.

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PABSTM	07/21/2009 10:02:08 AM	E-Mail To Neil Berger- Jim Weiler		406506		

***** Email to nberger@ardmorevw.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update - 406506

Hello Again! As we discussed, the following customer has contacted Customer CARE seeking a mechatronic repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI in-service: 12/31/07

VIN: WVWHV71K48W [REDACTED] miles: 18K

Reason for Inquiry: After further conversation with [REDACTED] he mentioned this is the 4th time the vehicle has been in for repair. Please advise any other days down and repeat repairs. I do see 3 repairs in the system. I promised a call back to [REDACTED] in 2 weeks with any mechatronic updates.

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

Thank you in advance for your help.

Michele Pabst
(248) 754-3324

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

VOLKSWAGEN OF AMERICA, INC.
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PABSTM	07/21/2009 11:08:47 AM	E-Mail From neil berger		406506		<p>1) First Visit on 06/14/08-5k service and check tires. 5168 miles</p> <p>2) Next Visit on 04/15/09-Customer stated belt squeal. ordered belt. Installed four tires on vehicle. performed 5K service. milage 15,222.</p> <p>3) Next Visit on 04/18/09. Replaced ordered belt. Milage 15,336</p> <p>4) Next Visit on 04/23/09. Customer stated wrong tires on vehicle. Swapped tires with tires requested. Customer stated still hearing squeaking sound from accessory belt area on cold starts. Tested vehicle on cold start with customer present. Heard squeaking sound from timing belt cover area. Removed timing belt cover and inspected belt and tensioners. all ok. Tested vehicle again with timing belt cover removed. No noise. Adjusted timing belt cover and reinstalled.</p> <p>Now no noise with cover on.</p> <p>5) Next visit on 05/23/09. Customer stated check engine light on. Performed guided fault finding diagnosis. DTC stored for turbocharger underboost condition.</p> <p>Traced to loose hose clamp. Resecured loose hose clamp. Re-checked for any further DTC'S. None present. Vehicle operates as designed.16,032 miles.</p> <p>6) Present Visit on 07/20/09-Customer states check vehicle for bucking when leaving off the brake. Found Faulty Megatronic unit. Ordered on 07/20/09. On Back order.</p> <p>Milage on vehile 18,352.</p> <p>RCM to wait part update.</p>
PABSTM	07/22/2009 05:33:49 PM	Call From [REDACTED]				<p>Customer asked if dealer 406506 could upgrade him to another loaner or demo, a passat, Tiguan, or CC. RCM advised will ask and call the Customer by the COB Thursday, 7/23.09. RCM to call dealer 406506.</p>
PABSTM	07/23/2009 10:49:17 AM	Call To neil Berger		406506		<p>RCM asked if the customers loaner could be upgraded to a CC, Passat, Tiguan. Service Manager advised he never has a CC or Tiguan, there may be a Passat, he will check and call back. RCM to wait call from dealer 406506.</p>
PABSTM	07/23/2009 04:46:06 PM	Call To Sean		406506		<p>RCM asked if there is any other loaner for the customer. Service Advisor advised the Service Manager has left for the day, the only Passat in their fleet is out to another customer, this customer is in one of their nicer Jetta's, Wolfsburg with all the bells and whistles. RCM to call the customer.</p>

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PABSTM	07/23/2009 04:48:26 PM	Call To [REDACTED]		406506		
RCM advised the dealer does not have a Passat to provide to the customer, we would ask the customer to continue to drive the Jetta until the part can be installed, and to stay in touch with the dealer, that VWoA has this issue as the highest priority. CUST states it is unacceptable that he will have to wait 4 weeks, driving a \$18K when he is paying for a \$30K vehicle. RCM advised we will be able to compensate him, but we cannot pay him a montly payment up front, he has not been out of the car yet, that he can stay in touch with the dealer, as our dealers are receiving all the same updates. CUST states this is not a daeler issue, he heard today that NHTSA is investigating for the mechatronic recall, he wants to know what VWoA will do for him now. RCM advised we will stay in the loop until repairs are made, and compensate accordingly. CUST states everyother MFG provides a co mperable vehicle, he is not happy with the RCM and wants the name of the SUP. RCM provided name of SUP. CUST states he wants to talk to the SUP. RCM advised will ask the SUP to call him before 3:00pm, Friday, 7/24.09. RCM to assign to SUP.						
HERRINB	07/23/2009 04:56:18 PM	Call From Sean		406506		
Dealer 406506 advised that he would like to speak to RCM. CA to call RCM.						
HERRINB	07/23/2009 04:56:45 PM	Call To RCM				
CA attempted to reach RCM, but RCM was not available. CA to return to Service Advisor.						
HERRINB	07/23/2009 04:57:54 PM	Return To Sean		406506		
CA advised Dealer 406506 Service Advisor that RCM was not available. Service Advisor advised that he would like to be transferred to RCM's voicemail. CA to call RCM.						
HERRINB	07/23/2009 04:59:22 PM	Transfer To RCM				
CA transferred Dealer 406506 Service Advisor to RCM voicemail. RCM to follow-up.						
PABSTM	07/23/2009 05:33:09 PM	Voice Mail From sean		406506		
Service Advisor advised he checked into the customers loaner, the customer is not in a Wolfsburg as he thought, he can put him in a nicer Jetta, and to call the Service Advisor or Service Manager back. RCM to email dealer 406506.						

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PABSTM	07/23/2009 05:36:35 PM	E-Mail To Neil Berger		406506		
	<p>Hello Neil, Sean called me back to say the customer is not in a Wolfsburg, but could probably be provided. Please do whatever you can to upgrade this customers rental. Thank you very much.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504</p> <p>michele.pabst@vw.com</p> <p>RCM to assign to the Supervisor.</p>					
PABSTM	07/23/2009 05:39:34 PM	Assigned To ccc				
	See notes from dealer stating they will see about getting the customer into a Wolfsburg, nicer Jetta. Supervisor to call customer.					
RIESH	07/24/2009 10:46:19 AM	Assigned To BOKANGA				
BOKANGA	07/24/2009 01:18:14 PM	E-Mail To Michele				
	E-mail sent seeking to know if DLR was able to upgrade the CUST loaner. Wait for RCM.					
PABSTM	07/24/2009 01:22:22 PM	Call To john		406506		
	RCM asked to confirm if the customers rental has been upgraded? Service Advisor advised the Service Manager will call the RCM right back. RCM to wait dealer call.					

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PABSTM	07/24/2009 01:24:55 PM	Return Call From neil berger		406506		
		Service Manager advised his passat will not be returned for rental until the mechatronic comes in, and the jetta wolfsburg should be returned to them Monday, 7/27/09, at which time they can give it to the customer. Supervisor to call the customer.				
BOKANGA	07/24/2009 01:43:24 PM	Call To [REDACTED]				
		Advised the Customer that Supervisor is returning his call. Customer states he has been advised that it would take 4 weeks to get the mechatronic and he does not know if VW is aware about PA lemon law of 30 days dawn? Customer states he is not happy with the situation as he is paying twice more for this vehicle than the loaner he has been provided and if he is going to take 4 weeks to get his vehicle back, he is not comfortable driving this loaner for another 4 weeks. Customer states he would like to know what VW is going to do for him? Supervisor offered apology for the time is taking to get the part and advised the Customer that we are going to upgrade his loaner on Monday as the Service Manager has confirmed that the Customer would be getting a Jetta Wolfsburg as a loaner. Advised the Customer that on the top of this, VW would look into compensation once the vehicle is repaired. Customer states he appreciates that Supervisor is committed in satisfying him. Customer states this is his 2nd VW and he loves VW to the point that he would get into a new lease with VW. Customer states what he would really love for VW to satisfy him is " to get him into a new 09 VW model without any penalty to his current lease" Advised the Customer that we appreciate his interest in VW and we are going to review his request. Advised the Customer that Supervisor would follow up with him on Monday with update. RCM to follow up with Dealer on Monday to ensure upgrade loaner was provided to the Customer.				
PABSTM	07/24/2009 03:17:41 PM	Call To neil berger		406506		
		RCM advised of the customer's request to get into an 09 GTI. Service Manager advised the sales manager is out of the office, and he will transfer the RCM to the voice mail. RCM asked to be made aware when the customer gets the Wolfsburg loaner on Monday, 7/27/09. RCM to transfer to the voice mail.				
PABSTM	07/24/2009 03:22:48 PM	Voice Mail To mike Genzano		406506		
		RCM LMTRMC regarding the customers request to get into an 09 GTI, due to the parts order. RCM to wait call from dealer 406506.				
PABSTM	07/27/2009 03:27:03 PM	Call To neil berger		406506		
		Service Manager advised he has the Wolfsburg key for the customer to pick up the loaner, and he will transfer the RCM to the sales manager. RCM to continue with the sales manager.				

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PABSTM	07/27/2009 03:32:33 PM	Continued Comment With Mike Genza	406506			
		RCM advised of the vehicle waiting for a mechatronic, and of the customer's request to get into a 2009 GTI. Sales manager advised he will put some numbers together and call the customer on his cell phone. RCM to take call from the Service Manager.				
PABSTM	07/27/2009 03:39:51 PM	Call From neil berger	406506			
		Service Manager advised the customer has been contacted, and will pick up the new loaner, (wolfsburg) on Tuesday, 7/28/09. Supervisor to call the customer.				
BOKANGA	07/27/2009 04:07:31 PM	Call To [REDACTED]				
		Advised the Customer that Supervisor would like to know if he has received his upgraded loaner yet? Customer states he has spoken with the Service Manager and he would be picking up his loaner tomorrow on his way to work. Supervisor Advised the Customer for his 2nd request to get into a new VW 09 model, he should expect to hear from the Sales manager who is putting some numbers together and if necessary he would be reviewing his request with VW representative for a final decision. Customer states he appreciates Supervisor help and he would like my extension. I provided the Customer with my extension 3449. Advised the Customer to contact CCC back with any further questions. RCM to review and close.				
BOKANGA	07/27/2009 04:11:16 PM	Assigned To PABSTM				
PABSTM	07/27/2009 04:26:14 PM	E-Mail To aline Bokanga				
		RCM asked if the customer still wants CCC in the loop until the part is delivered and car repaired. RCM to wait email from Supervisor.				
BOKANGA	07/28/2009 08:23:13 AM	Note To Michele				
		The CUST did not mention about expecting a call after repair is completed. RCM to review.				

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PABSTM	07/28/2009 10:45:47 AM	Call To [REDACTED]				RCM asked if the customer still wanted CCC in the loop until the vehicle is repaired? Customer states yes, he still wants CCC involved and would want periodic updates on ETA, and that weekly updates are fine. Customer states Supervisor is getting back to him regarding his request for getting into a 2009 GTI. RCM advised as the RCM, all communication runs through the RCM, any sales concerns getting into another car process through the sales manager, the sales manager is aware of the customer's request, has been asked to run the numbers and contact the customer, the RCM will follow up with sales and the customer by the COB Thursday, 7/30/09, and will then go with weekly updates, if necessary, from then. Customer agreed. RCM to contact dealer 406506.
PABSTM	07/28/2009 10:51:56 AM	W/C - First Contact To mike Genzano			406506	RCM asked for update with customers request to get into a 2009 GTI. RCM to wait call from dealer 406506.
PABSTM	07/29/2009 04:39:16 PM	Voice Mail To mike genzano			406506	RCM LMTRMC regarding customers request for numbers on a 2009 GTI. RCM to wait call from dealer 406506.
PABSTM	07/30/2009 06:36:55 PM	Call To [REDACTED]				RCM advised not having an update from the sales manager, will call the customer by the COB Monday, 8/3.09. RCM to email dealer 406506.
PABSTM	07/31/2009 10:46:29 AM	Call To Mike Genzano			406506	Sales manager advised there are no more 2009 GTI's available, the financing would require about \$9000 more, and this is his last day at dealer 406506. RCM advised the customer needs to hear from someone in management sales, whether the information is good or bad. Sales manager advised he will call the customer and will also turn this over to the general sales manager Bob Norton to call the customer. RCM to contact FOM.
PABSTM	07/31/2009 11:04:03 AM	Call To jim weiler				RCM advised of the customer's request to get into a newer GTI, and the sales involvement at dealer 406506. RCM call the customer.

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PABSTM	07/31/2009 01:53:09 PM	Voice Mail To joshua cohen				
		RCM advised the customer should hear from both the sales manager, who was going to call the customer, and the general sales manager, Bob norton, who should call the customer within 48 hours, the RCM does not know how the numbers will play out, the RCM will call the customer by the COB Friday, 8/7/09, if not sooner with any updates. RCM to call dealer 406506.				
PABSTM	08/07/2009 11:53:38 AM	Call To neil		406506		
		RCM asked for part status. Service Manager advised the part came in last week, 7/31/09, the customer was pleased and has been driving his car. RCM to call the customer.				
PABSTM	08/07/2009 12:12:24 PM	Call To [REDACTED]				
		Customer states he is enjoying having the car back, wants to take the Supervisor up on offer of reimbursement for time outside of the car. RCM advised we will reimburse his payment to VCI 1/2 payment, to fax a statement or something showing the account # and payment amount to RH main fax with case #, it will scan to case within 48 hours, be processed by the RCM and sent to VCI within 4-6 weeks. No further action, pending customer fax.				

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2008 New GTI 2.0T [REDACTED]	090178627	Recovery	WVWFV71K88W [REDACTED]			
SMITHN	07/21/2009 08:51:41 AM	E-Mail To Steve Ross		422575		inquiry 422575 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
Customer CARE will be making proactive outbound calls to this customer to apologize for delay and to make an attempt to "smooth things over". But, in order to have a good conversation we need some additional information.						
<ol style="list-style-type: none"> 1. Is the customer in a rental? 2. Have you offered any goodwill? 3. Any other pertinent information? 4. Part is expected to be available Mid August 						
RCM to wait on Dealer 422575 email.						
SMITHN	07/21/2009 01:37:42 PM	E-Mail From Steve Ross		422575		
<ol style="list-style-type: none"> 1. Is the customer in a rental? <ol style="list-style-type: none"> a. No, the customer is in their car at the moment 2. Have you offered any goodwill? <ol style="list-style-type: none"> a. No, the car is still under warranty. Do I need to offer something I don't know about? 3. Any other pertinent information? <ol style="list-style-type: none"> a. Nothing that I know of at this time. 						
RCM to assign to outbound associate.						
SMITHN	07/21/2009 03:05:37 PM	Assigned To MANNAE				
Associate to call Customer.						
ABDULAM	07/22/2009 03:59:22 PM	Voice Mail To [REDACTED]				
CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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2008 New GTI 2.0T [REDACTED]	090178651	Recovery	WVWFV71K68W [REDACTED]			inquiry 402107 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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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	07/21/2009 09:23:11 AM	E-Mail To Robert Linn		402107		

Robert,

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

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

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

WVWFV71K68W [REDACTED]
WVWBA71F58V [REDACTED]
WVWHV71K98W [REDACTED]
3VWRJ71K08M [REDACTED]
3VWCL71K89M [REDACTED]
3VWRJ71K98M [REDACTED]
WVWFA71F98V [REDACTED]

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Rochester Hills, MI	48309					
	248-754-3383					
		Wait Dealer	402107			email.
NARDONP	07/21/2009 03:07:10 PM	E-Mail From John McGowan		402107		
		Customer is not in a rental				
		We have offered no assist to any of the listed vin's				
		We have given no due dates to parts				
		Hope this helps				
		RCM to assign to CA.				
NARDONP	07/21/2009 03:07:58 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 03:31:12 PM	Call To Elvis				
		Relative states Customer is not available, but CO can call phone number back and leave a VMM. CO to call Customer.				
ABDULAM	07/22/2009 03:33:12 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions to please call 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 New GTI 2.0T [REDACTED]	090178654	Recovery	WVWHV71K98W [REDACTED]			inquiry 402107 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 09:25:35 AM	E-Mail To Robert Linn		402107		

Robert,

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

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

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

WVWFV71K68W
WVWBA71F58V0
WVWHV71K98W
3VWRJ71K08M
3VWCL71K89M
3VWRJ71K98M
WVWFA71F98V

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Rochester Hills, MI	48309					
	248-754-3383					
		Wait Service Manager email.				
NARDONP	07/21/2009 02:59:03 PM	E-Mail From John McGowan		402107		
		Customer is in rental				
		We have offered no assist to any of the listed vin's				
		We have given no due dates to parts				
		Hope this helps				
		RCM to assign to CA.				
NARDONP	07/21/2009 03:00:21 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 04:34:41 PM	Call To Ms Reznik				
		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 and part is VIN specific. CO advised that VW is taking this very seriously and this is a top priority for VW. CO advised that our expectations that part should arrive at the end of July or the first couple weeks in August. Customer states is in a loaner vehicle. Customer seeking to know if what to do if part does not arrive in the first couple weeks of August. CO advised she can contact VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F.				

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

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

<u>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 New GTI 2.0T [REDACTED]	090178717	Customer Relations	WVWHV71K58W [REDACTED]			
NARDONP	07/21/2009 10:21:14 AM	E-Mail To Randy Maca		402146		inquiry 402146 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Randy,

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

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

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

WVWHV71K58W [REDACTED]

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

Wait Dealer 402146 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 11:54:52 AM	Call From John		402146		
						Service Advisor states Customer has been in a rental since 6/24; they have been providing Customer with weekly updates and they have not communicated a specific ETA other they will continue to keep him posted; there has been no Goodwill offered to Customer as of yet because they wanted to see how long the vehicle would be down; the latest ETA Dealer 402146 was provided was early August. RCM to assign to CA.
NARDONP	07/21/2009 02:35:27 PM	Note To CCC				
						ETA at 7/24. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 New GTI 2.0T [REDACTED]	090178947	Customer Relations	WVWFV71K08W [REDACTED]			
NARDONP Tim,	07/21/2009 01:06:44 PM	E-Mail To Tim Ronowski		402182		inquiry 402182 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

WVWFV71K08W [REDACTED]
 3VWRJ71K78M [REDACTED]

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

Wait Dealer 402182 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 02:39:05 PM	Note To CCC				
[REDACTED]	090179083	Customer Relations	WVWHV71K18W [REDACTED]	18,000		
SHORTK	07/21/2009 03:06:07 PM	Call From [REDACTED]				Complaint 405041 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
		Case# 90140962. Customer states he is seeking VW to provide rental VEH when vehicle goes in for service tomorrow morning. Customer states his VEH is still shifting roughly and mechatronics has been replaced. Customer states this will be the 4th attempt to repair his vehicle for the same thing. Customer states if VW can not repair the vehicle he will seek Lemon Law. CO advised customer of rental/loaner policy. CO advised customer RCM would evaluate his request with no guarantee. CO advised customer RCM would contact ASAP. CO to escalate to RCM.				Complaint 405041 Part: 3885-Mechatronics Rsn: 14H Repeat Repair
SHORTK	07/21/2009 03:14:32 PM	Assigned To ccc				
		Customer seeking rental vehicle and for vehicle to be repaired. Customer has appointment for tomorrow morning at DLR 405041. RCM to email DLR				
ISTIFOV	07/21/2009 05:31:41 PM	Assigned To JANSSEL				
		Assigned.				
ZIEHMEC	07/22/2009 02:08:44 PM	Voice Mail To Vasil		405041		
		RCM advised Service Manager of the customers concerns and what the customer is seeking. RCM to wait dealer 405041 call.				
ZIEHMEC	07/22/2009 02:38:59 PM	Return Call From Vasil		405041		
		Service Manager states: the customer called the dealer about the continuing concerns; they told the customer they would give him a rental but he had to bring in the vehicle first to see what the concerns were; could be different concerns; still under warranty though. RCM to call customer and advise she must take the vehicle to the dealer 405041.				
PRENTIM	07/22/2009 03:18:55 PM	Call To [REDACTED]				
		Husband states he was not able to bring in vehicle today to dealer. RC advised we spoke to Dealer and they will be able to provide rental or loaner but first must see the vehicle to diagnose concerns. Spouse states he will take it in once he has a chance. No further action pending customer call back.				

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

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

<u>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 New GTI 2.0T [REDACTED]	090179155	Recovery	WVWHV91K98W [REDACTED]			
NARDONP	07/21/2009 04:10:13 PM	E-Mail To Dan Soto		402902		
Dan,						inquiry 402645 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

WVWHV91K98W [REDACTED]

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

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>
NARDONP	07/21/2009 04:14:09 PM	Assigned To CAMPOSA				
NARDONP	07/22/2009 09:11:49 AM	E-Mail From Dan Soto		402902		Vehicle down since 6.5.09, goodwill loaner given out 6.22.09, eta on part 6.27.09 RCM to assign to CA.
NARDONP	07/22/2009 09:12:26 AM	Assigned To MANNAE				
MANNAE	07/28/2009 12:37:44 PM	Call To [REDACTED]				CO spoke with customer and apologized for the inconvenience on part status, advised dealership is taking as a high priority and working to get part to dealership ASAP to get vehicle repaired and operating to manufacturer specifications, thanked for being part of the VW Family, advised dealership will follow up with customer once part arrives. Customer seeking when part should arrive and is currently driving vehicle is tiptronic mode and is not experiencing concern. CO advised were being advised parts should start getting shipped out end of July or beginning of August depending on when part was ordered, 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

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

<u>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 New GTI 2.0T [REDACTED]	090179261	Recovery	WVWFV71K98W [REDACTED]			inquiry 409110 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	07/21/2009 06:02:22 PM	E-Mail To Tom Hornbecker		409110		

***** Email to importservice@sharrett.com; *****

ACTION REQUIRED: Seeking Vehicle Repair 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 GTI

VIN: WVWFV71K98W [REDACTED]

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. Wait dealer email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/21/2009 06:09:56 PM	Note To CCC				Received email stating email sent did not go through as the recipient's email address is incorrect. RCM to call dealer 409110.
ISTIFOV	07/22/2009 10:51:44 AM	Call To Jay		409110		(Service Manager is out this week) Service Advisor advised that the ETA has been pushed to early August for the arrival of the mechatronics, customer is driving the vehicle at this time and has not asked for any compensation. CO to call customer.
ISTIFOV	07/22/2009 10:54:19 AM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/23/2009 11:40:18 AM	Voice Mail To [REDACTED]				CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 New GTI 2.0T [REDACTED]	090179735	Recovery	WVWHV71K78W [REDACTED]			inquiry 426085 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/22/2009 09:16:42 AM	Assigned To ZEHELD				
RCM to send mechatronic email to Dealer 426085.						

ZEHELD 07/23/2009 02:09:09 PM E-Mail To Neil Vitro 426085

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

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWHV71K78W [REDACTED]

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

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

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

Thank you in advance for your help.

RCM to wait Dealer 426085 e-mail.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/23/2009 05:20:34 PM	E-Mail From Neil Vitro		426085		<p>in loaner no goodwill offered part arrival has been communicated customer not happy with wait time for repair or parts delay</p> <p>Neil</p> <p>RCM to assign to outbound project CO.</p>
ZEHELD	07/23/2009 05:33:34 PM	Assigned To MANNNAE				CO to call Customer.
ABDULAM	07/30/2009 02:27:10 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

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

<u>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 New GTI 2.0T [REDACTED]	090179769	Recovery	WVWHV71K78W [REDACTED]			inquiry 423345 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/22/2009 09:59:00 AM	Assigned To ZEHELD RCM to send mechatronic email to Dealer 423345.				

ZEHELD 07/23/2009 02:35:32 PM E-Mail To John Pennington 423345

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: WVWHV71K78W [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 423345 e-mail.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/23/2009 03:48:31 PM	E-Mail From Jack Pennington		423345		
<p>This customer is out of the country for 3 months. Will not be back until after the vehicle is repaired. The customers brother will pick the car up when it is done. We have been staying in touch with the customer via email. You will not be able to contact customer at this time.</p> <p>Jack Pennington Service Manager Pignataro Volkswagen</p> <p>RCM to assign to outbound project CO.</p>						
ZEHELD	07/23/2009 03:49:39 PM	Assigned To MANNAE				
<p>*Note Customer is out of the country for 3 months. CO to review.</p>						
ABDULAM	07/30/2009 02:24:13 PM	Call To Eric		423345		
<p>Service Advisor states vehicle has been repaired. 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

<u>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 New GTI 2.0T [REDACTED]	090179829	Recovery	WVWHV71K88W [REDACTED]			inquiry 426114 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/22/2009 11:00:43 AM	Assigned To ZEHELD				
RCM to send mechatronic email to Dealer 426114.						

ZEHELD 07/23/2009 02:06:02 PM E-Mail To Chris Whitworth 426114

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: WVWHV71K88W [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 426114 e-mail.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/23/2009 02:27:20 PM	E-Mail From Chris Whitworth		426114		
<p>Darrell,</p> <p>Yes he is in a rental No good will has been offered Part arrival eta 08/07/2009 I think that this customer should be compensated with a vehicle payment.</p> <p>You should know that [REDACTED] is an ex employee with this dealership. He left the dealer in good standings.</p> <p>RCM to assign to outbound project CO.</p>						
ZEHELD	07/23/2009 02:27:52 PM	Assigned To MANNAE				
CO to call Customer.						
MANNAE	07/28/2009 06:44:23 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.						
Mr. Gerald Sullivan	090179864	Customer Relations	WVWHV71K98W	[REDACTED]		
MULLINT	07/22/2009 11:26:36 AM	Call From Allen Westerberg		408076		
<p>DP advised calling regarding customer vehicle; advised the transmission on the vehicle is jerking; advised they are replacing the mechatronics unit; the part is being ordered today; advised the customer is in a rental vehicle; advised seeking to confirm that they are ok with keeping the customer in the rental vehicle until the vehicle has been repaired. RCM advised if there is a MFG shortcoming causing the vehicle to be down the rental will be covered under the repair has been completed. DP advised he does not know that the customer is going to want the vehicle back. No further action.</p>						<hr/> inquiry 408076 Pr. Rsn: 33R Dealer Calling In <hr/> Inquiry 408076 Part: 3885-Mechatronics Rsn: T03 Auto/Hybrid - Slips/shifts erratically

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

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

<u>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 New GTI 2.0T [REDACTED]	090180107	Recovery	WVWFV71KX8W [REDACTED]	10,000		
NARDONP	07/22/2009 02:41:22 PM	Note To CCC RCM to call Dealer 402128 to obtain mechatronics information.				inquiry 402128 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
NARDONP	07/22/2009 02:49:26 PM	Assigned To CAMPOSA				Complaint 402128 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
CAMPOSA	07/22/2009 03:08:33 PM	Call To Bob		402128		
		Service Advisor states: 6/23/2009 RO opened; customer is not in a rental vehicle; customer has not been provided a delivery date; dealer has just been advising the customer that when the part comes in, the customer will receive a call (ETA in system ins 7/27). RCM to assign to CO				
CAMPOSA	07/22/2009 03:11:43 PM	Assigned To MANNAE				
STATONJ	07/23/2009 11:59:17 AM	Call From [REDACTED]				
		Customer states: vehicle shifts hard and erratically; most prominent in reverse; vehicle is driven by his wife; wife is still driving the vehicle; Dealer 402128 advised needs a new Mechatronics; part has been ordered over 1 month ago; Dealer had not called him back; called Dealer to speak with Service Advisor he was working with; Service Advisor no longer works at Dealer; spoke to Bob who identified himself as acting Service Manager; spoke later to Nancy who also identified herself as Service Manager; has been advised part will arrive in mid August; this is not acceptable; will be traveling to Japan soon and does not want his wife to have to deal with this concern; feels this concern is causing damage or hidden wear to transmission that will appear after warranty expiration; plans to keep vehicle after warranty extension; feels replacing Mechatronics only will not address additional wear on transmission caused by concern. Customer seeking to resolve sooner. Customer seeking VW take back vehicle or provide him with another. CA advised: CARE will call him back by EOB 07/24/09. Customer states to call at [REDACTED] any time. RCM to research.				
CAMPOSA	07/23/2009 01:40:41 PM	Call To Nancy		402128		
		RCM advised: will authorize rental for customer; seeking to have Dealer 402128 contact customer with rental. CO 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>
MANNAE	07/24/2009 11:30:49 AM	Call To [REDACTED]				
	RCM backup advised have spoken with dealership and understand customer concerns, can contact dealership 402128 and they will set customer up in a loaner vehicle. Customer states will this cause long term concerns to transmission. RCM backup advised once part is replaced vehicle will operate to manufacturer specifications. RCM inquired what would make customer happy in this situation. Customer states appreciates loaner but is also making payment on a vehicle his wife can't drive and is being advised part won't be in till 8-31-09, payments are under \$400.00. RCM backup advised will be happy to review to reimburse customer for down town of vehicle payments and will follow up with customer on 9-1-09 to verify part arrived and review customer request. CO to set follow up date.					
MANNAE	07/24/2009 03:13:34 PM	Note To ccc				
[REDACTED]	090180112	Recovery	WVWHV71K98W	[REDACTED]		
SMITHN	07/22/2009 02:45:54 PM	Note To Willie Rocket		422503		Inquiry 422503 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	RCM to email Dealer 422503.					
SMITHN	07/23/2009 08:24:17 AM	E-Mail To Willie Rocket		422503		
	RCM sent mechatronic email to Dealer 422503. RCM to wait on Dealer email.					
SMITHN	07/23/2009 11:34:30 AM	E-Mail From Willie Rocket		422503		
	nancy,yes customer is in a loaner vehicle.#2 i have not offer any goodwill.#3 eta that was communicated to customer was 07/31/09 now the parts is telling me the eta is 08/07/09. RCM to assign to outbound team.					
SMITHN	07/23/2009 06:32:59 PM	Assigned To MANNAE				
SMITHN	08/03/2009 05:34:47 PM	Call From Willie Rocket		422503		
	Service Manager advised he is going pay a lease payment for Customer and goodwill the 10k service. RCM advised Service Manager that we have not done anything at this point; will note case so we don't duplicate 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

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

2008 New GTI 2.0T

[REDACTED]	090180735	Recovery	WVWHV91K98W [REDACTED]				<hr/> inquiry 422136
SMITHN	07/23/2009 08:27:41 AM	Assigned To CONLINR					Pr. Part: 3885-Mechatronics
		RCM to send mechatronic email to Dealer					Pr. Rsn: 55J Outbound

CONLINR	07/23/2009 01:25:38 PM	E-Mail To Scott Holtz		422136			
		ACTION REQUIRED: Mechatronic update -					422136

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: WVWHV91K98W [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 03:11:16 PM	E-Mail From Bruce Rundel		422136		
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner? Yes, has been since 07/11/2009. Vehicle came in on 07/03/2009.					
	2) Have you offered any goodwill? Not at this time.					
	3) What part arrival time has been communicated to the customer? 08/17/2009					
	4) Other pertinent information that you think we should be aware of? At this time the customer seems to be ok;..					
	RCM to assign to Point of Contact					
CONLINR	07/23/2009 03:11:43 PM	Assigned To MANNAE				
	CO to review					
MANNAE	07/28/2009 06:55:26 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 New GTI 2.0T [REDACTED]	090181014	Recovery	WVWHV71K28W [REDACTED]			
NARDONP	07/23/2009 12:55:11 PM	E-Mail To Chris Melton		403084		inquiry 403084 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): WVWHV71K28W [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 403084 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 12:57:07 PM	Assigned To CAMPOSA				
NARDONP	07/28/2009 09:31:40 AM	Call From Chris Melton		403084		
		Service Manager states the Customer has been in alternate transportation since 6/29 and she is currently in a loaner Rabbit; no Goodwill has been offered to Customer and no ETA has been provided for the part; he thought RCM should know Customer is also in for an oil consumption issue where some engineers will be out at Dealer 403084 today to look at the vehicle. RCM to assign to CA.				
NARDONP	07/28/2009 09:33:22 AM	Assigned To MANNAE				
MANNAE	08/03/2009 06:23:15 PM	Call To [REDACTED]				
		CO attempted to call home number and advised wrong number, attempted to call work and she was gone for the day and had no voicemail box. CO to call dealer.				
MANNAE	08/03/2009 06:27:39 PM	Call To Jeff		403084		
		SA provided customer cell phone and stated part came in and vehicle was repaired on Thursday 7-30-09, states currently doing rings on vehicle due to oil consumption. 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 New GTI 2.0T [REDACTED]	090181047	Recovery	WVWFV71K28W [REDACTED]			Complaint 406429 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
PABSTM	07/23/2009 01:27:54 PM	E-Mail To Jim gallagher & Jim Weiler	406429			
		RCM sent Mechatronic email. RCM to wait dealer email.				
PABSTM	07/23/2009 02:26:07 PM	Return Call From jim gallagher	406429			
		SM at dealer 406429 advised the cusotmer is not in a loaner, the car is still driveable, the customer has not asked for one, there has been no goodwill, the car is still under warranty, he has no ETA dates yet, the advisor says no complaints so far from the customer. RCM to assign to CO.				
PABSTM	07/30/2009 09:23:41 AM	Assigned To MANNAE				
MANNAE	08/03/2009 06:46:01 PM	Call To [REDACTED]				
		Customer phone number is no longer in service. CO to call dealer.				
MANNAE	08/03/2009 06:50:00 PM	Call To Chuck	406429			
		SA states wasn't his ticket but has invoice showing mechtronics repair was completed today and provided updated phone number 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 New GTI 2.0T						
[REDACTED]	090181096	Recovery	WVWHV71K28W [REDACTED]			inquiry 408207
HAWLEYD	07/23/2009 02:13:18 PM	E-Mail To John Lindstorm		408207		Pr. Part: 3885-Mechatronics
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					Pr. Rsn: 55J Outbound
HAWLEYD	07/24/2009 08:52:04 AM	E-Mail From John Lindstorm		408207		
	<ol style="list-style-type: none"> 1. Vehicle is not drivable. Car is down and customer is driving my loaner 2. No goodwill offered 3. Last contact was 7/20/2009. ETA 8/7/2009 4. Very reasonable people. They own another V.W. Both purchased here 					
MANNAE	08/04/2009 12:48:36 PM	Call To [REDACTED]				
	Customer states it's her vehicle, was just repaired yesterday but they waited a month and were ok with it, have owned 5 VW's. CO advised can offer customer \$200.00 in dealership services, apologized for customer inconvenience and advised to allow 7-10 business days to receive certificate. CO to reassign to team 5.					

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

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

<u>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 New GTI 2.0T [REDACTED]	090181098	Recovery	WVWFV71K08W [REDACTED]			inquiry 422207 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
CONLINR	07/23/2009 02:14:41 PM	Note To CCC				
	RCM to send mechatronics email to Dealer					
CONLINR	07/23/2009 03:21:45 PM	E-Mail To Ken Howey		422207		
	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 GTI

VIN: WVWFV71K08W [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 03:47:55 PM	E-Mail From Ken Howey		422207		
Hello Ryan,						
The customer is in a rental. No goodwill at this time. No ETA from Volkswagen						
Ken Howey RCM to assign to Point of Contact						
CONLINR	07/23/2009 03:48:13 PM	Assigned To MANNAE				
CO to review						
MANNAE	08/04/2009 04:24:21 PM	Call To [REDACTED]				
CO attempted to call home number and not in service, business number phone just rang. CO to call dealer.						
MANNAE	08/04/2009 04:29:33 PM	Call To Ken		422207		
SM states vehicle was repaired and picked up Friday 7-31-09, provided updated phone numbers. 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 New GTI 2.0T [REDACTED]	090181106	Recovery	WVWHV91KX8W [REDACTED]			inquiry 422607 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 02:16:51 PM	Assigned To CONLINR				
	RCM to send mechatronic email to Dealer 422607.					
CONLINR	07/23/2009 03:19:05 PM	E-Mail To Mark Gilmore		422607		
	ACTION REQUIRED: Mechatronic update -					
<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 GTI</p> <p>VIN: WVWHV91KX8W [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	07/27/2009 12:56:42 PM	Call To Mark Gilmore		422607		
	RCM advised seeking update. SM states has gathered information and will email it to RCM. RCM to wait Dealer email					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/27/2009 04:22:45 PM	E-Mail From Mark Gilmore		422607		
						Ryan, customer is driving the vehicle, the eta shows 08/07/2009, and no goodwill has been offered as of yet. Mark RCM to assign to Point of contact
CONLINR	07/27/2009 04:23:20 PM	Assigned To MANNAE				
						CO to review
ABDULAM	07/29/2009 03:38:59 PM	Vehicle 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 New GTI 2.0T [REDACTED]	090181138	Recovery	WVWHV91KX8W [REDACTED]			inquiry 407111 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 02:30:40 PM	Assigned To HEARNSN				
	RCM to send mechatronic email to Dealer 407111.					

ZIEHMEC 07/28/2009 12:04:07 PM E-Mail To Stan 407111

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: WVWHV91KX8W [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 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>
ZIEHMEC	07/28/2009 12:06:07 PM	Assigned To MANNNAE				
	RCM assigned to CO.					
ZIEHMEC	07/29/2009 10:03:11 AM	E-Mail From Stan		407111		
	Customer is not in a loaner. No goodwill has been necessary at this point. We advised the customer that mid August is the current ETA. Customer is a long time, multiple VW owner and an EXTREMELY valuable customer to this dealership.					
	Stan Fields Service Manager Hiley Cars of Huntsville (256) 382-7397 CO to call customer.					
MANNNAE	08/04/2009 01:02:08 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.					
[REDACTED]	090181139	Recovery	WVWFV71KX8W	[REDACTED]		
HAWLEYD	07/23/2009 02:31:50 PM	E-Mail To Michael Knight		408272		
	RCM sent e-mail to service manager . RCM waiting for service manager e-mail.					
HAWLEYD	07/29/2009 12:41:40 PM	Call To Matthew (assistant to mgr)		408228		
	Service advisor advised that the customer has been driving her vehicle, however will provide her a rental when she comes in to have the repairs completed. Service advisor advised that the part arrived today.					
ABDULAM	07/29/2009 05:10:29 PM	Note To ccc				
	As part has arrived at Dealer, no further follow up is required from outbound.					

inquiry 408228
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 New GTI 2.0T [REDACTED]	090181145	Recovery	WVWFV71K38W [REDACTED]			inquiry 407111 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 02:33:35 PM	Assigned To HEARNSN				
	RCM to send mechatronic email to Dealer 407111.					

ZIEHMEC 07/28/2009 12:04:53 PM E-Mail To Stan 407111

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: WVWFV71K38W [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 12:05:19 PM	Assigned To MANNAE				
		RCM assigned to CO.				
ZIEHMEC	07/29/2009 10:04:04 AM	E-Mail From Stan		407111		
		Customer is not in a loaner. No goodwill has been necessary at this point. We advised the customers that mid August is the current ETA.				
		Stan Fields Service Manager Hiley Cars of Huntsville (256) 382-7397 CO to contact customer.				
MANNAE	08/04/2009 01:07:54 PM	Call To [REDACTED]				
		CO advised following up to apologize for inconvenience with mechatronics unit for there vehicle. Customer states it's her husbands vehicle and is not available at this time. CO advised I was calling to apologize for his inconvenience and to let him know dealership is taking necessary steps to address his concerns as quickly as possible and advised if her husband has any questions may call at 800-444-8982. 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 New GTI 2.0T [REDACTED]	090181153	Recovery	WVWFV71K38W [REDACTED]			
BALDWIA	07/23/2009 02:52:50 PM	Note To CCC				
	RCM to send email regarding customer concern.					inquiry 425018 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 09:22:11 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
CASE NUMBERS SOURCE: All

<u>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 12:32:23 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 GTI
 VIN: WVWFV71K38W [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 12:32:31 PM	Assigned To MANNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 04:54:53 PM	Assigned To BALDWIA				
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Please follow up with DLR.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	08/03/2009 12:25:40 PM	Call To Sherry Gilpin		425018		
SM advised the part has arrived but the vehicle was traded in before the part arrived. 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 New GTI 2.0T [REDACTED]	090181795	Recovery	WVWFV71K28W [REDACTED]			
SMITHN	07/24/2009 08:42:10 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 10:05:00 AM	E-Mail To Chris Wilson		425129		
	RCM sent email to Dealer 425129. RCM to wait for 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 12:54:27 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 GTI
 VIN: WVWFV71K28W [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 12:57:07 PM	Assigned To MANNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 05:04:16 PM	Assigned To BALDWIA				
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Please follow up with delaer.

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 12:50:33 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; was 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 New GTI 2.0T [REDACTED]	090181915	Recovery	WVWHV71K98W [REDACTED]			
ZIEHMEC	07/24/2009 11:37:44 AM	E-Mail To Ryan		405020		
<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 405020 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWHV71K98W [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	07/27/2009 12:06:25 PM	E-Mail From Ryan		405020		We are still waiting on part from Germany. Normal Delivery time is 30 days. When we call for update via parts helpline their answer another week. RCM to e-mail service manager.
ZIEHMEC	07/27/2009 12:07:35 PM	E-Mail To Ryan		405020		Can you please answer the questions from below. Thank you RCM to wait dealer 405020 e-mail.
ZIEHMEC	07/27/2009 12:37:19 PM	E-Mail From Ryan		405020		Customer is in rental, no goodwill has been offered, part should arrive next week. Thanks RCM to assign to CO.
ZIEHMEC	07/27/2009 12:37:39 PM	Assigned To MANNAE				RCM assigned to CO.
ABDULAM	07/29/2009 03:24:44 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 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 New GTI 2.0T [REDACTED]	090181919	Recovery	WVWHV71K48W [REDACTED]			

ZIEHMEC 07/24/2009 11:39:58 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.

inquiry 407235
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

Customer Name: [REDACTED]
Model Year/Model: 2008 GTI
VIN: WVWHV71K48W [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	07/27/2009 12:15:22 PM	E-Mail To 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?-7/31/09				
		4) Other pertinent information that you think we should be aware of?-NO				
		RCM to assign to CO.				
ZIEHMEC	07/27/2009 12:41:10 PM	Assigned To MANNAE				
		RCM assigned to CO				
ZIEHMEC	07/27/2009 02:53:41 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 04:29:21 PM	Call To receptionist		407235		
		DP states vehicle has been repaired and is waiting to be 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 New GTI 2.0T [REDACTED]	090181923	Recovery	WVWFV71K28W [REDACTED]			
ZIEHMEC	07/24/2009 11:41:25 AM	E-Mail To Peter		407201		
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.						inquiry 407201

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFV71K28W [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	07/24/2009 01:06:53 PM	E-Mail From Peter		407201		
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner? YES - Rental Car					
	2) Have you offered any goodwill? NO Need					
	3) What part arrival time has been communicated to the customer? NO ETA - National Back Order					
	4) Other pertinent information that you think we should be aware of? NO					
	RCM to assign to CA.					
ZIEHMEC	07/24/2009 01:07:43 PM	Assigned To MANNAE				
	RCM assigned to CA. CA to call customer.					
ZIEHMEC	08/03/2009 10:50:54 AM	Note To CCC				
	Please see case 90183779. 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 New GTI 2.0T [REDACTED]	090182247	Recovery	WVWHV71K98W [REDACTED]			inquiry 409422 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 04:39:43 PM	E-Mail To Ed Colton		409422		

***** Email to e_colton@caseyauto.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 GTI

VIN: WVWHV71K98W [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 09:20:26 AM	Voice Mail For Ed Colton		409422		
		RCM left message advising to please contact RCM back regarding status of customer's vehicle concerns. Wait dealer call.				
ISTIFOV	07/29/2009 09:26:50 AM	Call From Ed Colton		409422		
		Service Manager advised the customer was in a loaner from dealer 409422 and the part has actually arrived as of yesterday and the repairs will be underway shortly. 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 New GTI 2.0T [REDACTED]	090183238	Recovery	WVWHV71K68W [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 08:40:09 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 GTI

VIN: WVWHV71K68W [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 03:44:22 PM	Return Call From Paul Boots		409460		Service Manager advised the part is expected to arrive at dealer 409460 by 8/7/09, customer is in their vehicle and has not asked for compensation. RCM to assign to CO to call customer.
ISTIFOV	07/29/2009 03:58:16 PM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/31/2009 11:43:21 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 New GTI 2.0T [REDACTED]	090183244	Recovery	WVWHV71K38W [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

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

<u>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 08:48:26 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 GTI

VIN: WVWHV71K38W [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 03:58:47 PM	Return Call From Paul Boots		409460		Service Manager advised that the part is scheduled to ship tomorrow and will arrive sometime next week at dealer 409460, customer is not in a loaner, has not asked for compensation. RCM to assign to CO.
ISTIFOV	07/29/2009 04:05:34 PM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/31/2009 11:51:52 AM	Call To [REDACTED]				CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that part is scheduled to arrive next week. CO advised Dealer will contact Customer once part arrives. Customer states they will be on vacation next week and will work with the dealer. Customer states they do not need a loaner as they are on vacation next week. 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 New GTI 2.0T [REDACTED]	090183779	Customer Relations	WVWFV71K28W [REDACTED]	20,000			
HOFFMAB	07/27/2009 03:35:59 PM	Call From son - Nick					Complaint 407201 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
		Customer states he just picked up vehicle after being at dealer 407201 from June 23rd to July 27th, (35 days) was in rental for that time, but is seeking a vehicle payment for a month due to waiting for part and being without vehicle. Customer states vehicle appears to be running fine, had megatronics replaced. Customer states vehicle payment is 4568.94 can be reached on cell phone 8 - 5 pm. CO advised she will escalate to RCM to review his request and he can expect return call by COB on Tuesday, the 28th or latest Wednesday, the 29th. CO to assign to RCM (Southern)					Complaint 407201 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: T03 Auto/Hybrid - Slips/shifts erratically
HOFFMAB	07/27/2009 03:47:29 PM	Assigned To associate - southern region					
		Customer is seeking one month vehicle payment (568.94) due to vehicle being at dealer 407201 for 35 days waiting for megatronic repair. Customer can be reached 8 - 5 pm on cell [REDACTED] 6 RCM to contact dealer 407201					
ZIEHMEC	07/27/2009 03:50:02 PM	Assigned To ZIEHMEC					
		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
CASE NUMBERS SOURCE: All

<u>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 01:27:57 PM	E-Mail To Peter		407201		

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

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFV71K28W [REDACTED]

Mileage: 20,000 miles

The customer is seeking the following: Customer states he just picked up vehicle after being at dealer 407201 from June 23rd to July 27th, (35 days). Customer is seeking a vehicle payment for a month due to waiting for part and being without vehicle. Customer states vehicle appears to be running fine, had mechatronics replaced. Customer states vehicle payment is 4568.94.

Additional Information

Ownership: Unknown

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

This customer experienced multiple vehicle issues during ownership: Unknown

This customer perceives that the vehicle failure occurred prematurely: Unknown

This customer services their vehicle as recommended by VW: Unknown

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

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

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

Thank you in advance for your help.

Christine Ziehmer
248-754-3577
RCM to wait dealer 407201 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>
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ZIEHMEC	07/28/2009 02:16:11 PM	E-Mail From Pete		407201		
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Subject: ACTION REQUIRED: Goodwill Request

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

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWFV71K28W [REDACTED]

Mileage: 20,000 miles

The customer is seeking the following: Customer states he just picked up vehicle after being at dealer 407201 from June 23rd to July 27th, (35 days). Customer is seeking a vehicle payment for a month due to waiting for part and being without vehicle.

Customer states vehicle appears to be running fine, had mechatronics replaced. Customer states vehicle payment is 4568.94.

Additional Information

Ownership: Unknown

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

This customer experienced multiple vehicle issues during ownership: Unknown

This customer perceives that the vehicle failure occurred prematurely: Unknown

This customer services their vehicle as recommended by VW: Unknown

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

- 1) Should this customer receive Goodwill? YES - delay for Parts is NOT a customer issue but a VW problem that is well known
- 2) If yes, how much goodwill? NOT \$4568.94 > maybe one month car payment whatever that is
- 3) If yes, would you like to make the offer? NO - this should be done by VW, since VW will be offering the payment Goodwill
- 4) If no, please provide an explanation so that we may update our case notes.

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

Thank you in advance for your help.

Christine Ziehmer

248-754-3577

RCM to call customer and offer 1 vehicle payment, but they must send in there payment stub.

ZIEHMEC	07/28/2009 03:10:24 PM	Call To [REDACTED] (son)				
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RCM advised customer: that RCM will provide 1 vehicle payment for the inconvenience; he needs to fax or mail in a copy of the pay stub; provided fax, address, phone, reference number; he needs to continue to make the payments as usual; to call CCC if he has further questions. No further action, pending customer documents.

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>
CAMILOM	08/05/2009 12:00:43 PM	FAX From	[REDACTED]			
		Fax in doc center.				
PRENTIM	08/05/2009 03:33:35 PM	Note To CCC				
		RC to generate EFT to VCI in the amount of \$568.94 for one vehicle payment as Goodwill gesture based on vehicle downtime.				
CR_BATCH	08/08/2009 04:00:37 AM	Note To PRENTIM				
		Amount for \$ 568.94 was Posted on 08/07/2009. AP reference number: 40042014				

Note: Does 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 New GTI 2.0T [REDACTED]	090185519	Recovery	WVWFV71K88W [REDACTED]			inquiry 423337 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/29/2009 08:57:50 AM	Assigned To ZEHELD				
	RCM to send mechatronic email to Dealer 423337.					
ZEHELD	07/29/2009 12:45:15 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: 2008 GTI VIN: WVWFV71K88W [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 423337 e-mail.					
ZEHELD	07/30/2009 12:45:44 PM	Call To Abby Bacon		423337		
	Service Manager states vehicle is repaired; didn't offer Goodwill; Customer was in a loaner for 14 days; part ordered on 7/11 and Customer took delivery on 7/27. RCM to assign to outbound project CO.					
ZEHELD	07/30/2009 12:48:42 PM	Assigned To MANNNAE				
	CO to review.					
MANNNAE	07/31/2009 10:08:49 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 New GTI 2.0T [REDACTED]	090186158	Customer Relations	WVWHV71K88W [REDACTED]	23,000		Complaint 426114 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
ALEXANLA	07/29/2009 06:19:03 PM	Call From [REDACTED]				
Customer states: Original owner; Customer leased from VCI; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers (Dealer 426114); the vehicle hesitates when shifting gears and applying the gas; Customer is seeking/expecting for VW to end the lease and refund Customer deposit; working with Service Advisor Chris; this customer perceives this to be a premature failure; states vehicle has been at Dealer 426114 since 6/30 waiting on parts for the upper training mount. 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 7/30. Customer acknowledged. CO to assign case to RCM.						
ALEXANLA	07/29/2009 06:26:08 PM	Assigned To RCM				
Customer seeking for VW to end lease and refund deposit due to vehicle being down since 6/30; call [REDACTED]. RCM to research.						
ZEHELD	07/29/2009 06:29:17 PM	Assigned To ZEHELD				

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

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

<u>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 07:07:49 PM	E-Mail To Chris Whitworth		426114		

***** Email to chris.whitworth@vacavillevw.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 GTI

VIN: WVWHV71K88W [REDACTED]

Reason for Inquiry:

Chris,

[REDACTED] called in, wants out of the vehicle. He said vehicle has been down waiting for parts for training mount. I thought this vehicle had a mechatronic on order. Is it the same?

Let me get total days down for all warranty work. Thanks!

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.

Darrell Zehel
(248) 754-3653

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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>
						RCM to wait Dealer 426114 e-mail.
ZEHELD	07/30/2009 11:52:16 AM	E-Mail From Chris Whitworth		426114		vehicle ARRIVED AT THE DEALER ON 06/30/2009; PARTS CAME IN TODAY AND VEHICLE IS IN THE SHOP AS WE SPEAK, WE ARE LOOKING TO GET THE CUSTOMER BACK HIS VEHICLE TOMMOROW; WAS DOWN FOR A MECHATRONIC. RCM to call FOM.
ZEHELD	07/30/2009 04:53:40 PM	Call To Jon Soanes				FOM states RCM should try to offer Customer a vehicle payment and some Dealer 426114 services to see if Customer accepts the offer; gave RCM authorization to offer up to 2 vehicle payments if it would satisfy the Customer; if Customer doesn't accept offer to call FOM back. RCM to call Customer.
ZEHELD	07/30/2009 07:05:59 PM	Call To [REDACTED]				Customer seeking call back in 20 minutes. RCM to call Customer.
ZEHELD	07/30/2009 07:45:28 PM	Call To [REDACTED]				RCM advised can offer a vehicle payment and \$300 in Dealer services due to time down. Customer states accepts the offer and wanted to note that Dealer 426114 was great for following up. RCM advised Customer to fax in payment coupon; continue to pay bill as payment will take about 1 month to process; Dealer services will take 7-10 days to arrive at Customer residence. RCM to assign to Correspondence.
ZEHELD	07/30/2009 07:50:40 PM	Assigned To ccc				Correspondence to send \$300 in Dealer services to Customer for time down for parts delay.
BICKMAD	07/31/2009 05:46:39 AM	Assigned To ccc				

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>
GARDNEJ	07/31/2009 08:01:10 AM	Assigned To GARDNEJ				
GARDNEJ	07/31/2009 10:34:02 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	07/31/2009 10:38:51 AM	Assigned To ZEHELD				
		RCM to review and close.				
ZEHELD	07/31/2009 11:36:44 AM	Note To ccc				
		Pending Customer fax, no further action.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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2008 New GTI 2.0T

[REDACTED]	090187038	Customer Relations	WVWHV71K18W [REDACTED]			
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Complaint 401124

Pr. Part: 3885-Mechatronics

Pr. Rsn: 78G Complaint
about Product

CLAYTOY 07/30/2009 04:16:43 PM Call From [REDACTED]

See case number 809104308. Customer states he is returning VW call. CA advised the customer VW called to advise if the customer wants a vehicle payment he would need to send a copy of the payment coupon which has the customer's account on the payment coupon. CA advised the customer of VW CCC fax number. Customer states he did not need the mailing address. CO advised the payment will be electronically transferred to VCI account. CA advised to give it about 7 to 15 days after VW received the customer's information. No further action.

CAMILOM 07/31/2009 10:33:03 AM E-Mail From [REDACTED]

Thank you for the update, Matt. I spoke with someone else today and she gave me details on how to have a months payment credited toward my account. According to her, I need to fax a copy of my monthly statement to the number she gave me, and I will have one less payment on my loan, is this correct? I appreciate VW's recognition of the situation and taking a step in the right direction to make things right.

I spoke with Machester VW today and I was given different information than what was in your email. According to you, the service had been completed. I called the dealership and my service advisor told me that the part had been delivered but had not been installed yet. I understand it will take more than a day to install the part and to the necessary testing, but it would be nice to have some clearer communication next time.

Thank you again for your assistance during this warranty repair. I sincerely hope that VW changes some policies regarding the DSG Mechatronics repair. If this car had been out for much longer (it was out for over 20 cumulative days), it would qualify for lemon law arbitration in the state of NH (30 cumulative days). There's no way it should take nearly 2 months to get a part to fix a car, let alone should a car only a year old have something this big go wrong. However, nothing is perfect with cars I guess.

Here's to hoping my car is fixed for a while.

[REDACTED]

CAMILOM 07/31/2009 10:33:25 AM Assigned To MERTAM

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>
MERTAM	08/03/2009 12:52:16 PM	Note To CCC				
		CO to phone Customer for elaboration.				
MERTAM	08/03/2009 12:56:21 PM	Voice Mail To [REDACTED]				
		CO contacted Customer, LVMM; advised confirming information provided by CA for one month vehicle payment credit; provided fax number and case reference number. No further action pending Customer fax.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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2008 New GTI 2.0T

██████████	090187630	Recovery	WVWFV71K68W	██████████		
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						inquiry 408319
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EDWARDAM	07/31/2009 09:52:57 AM	E-Mail To Peter/SM & Richie/PM	408319			
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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?
5. Is FOM involved?

VIN #: WVWFV71K68W ██████████

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 408319 e-mail.

EDWARDAM	08/05/2009 10:30:31 AM	Voice Mail To Peter Lomando	408319			
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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 10:25:10 AM	Voice Mail To Peter CA LMTRMC. CA/RCM to wait dealer call.		408319		
EDWARDAM	08/10/2009 01:41:24 PM	Voice Mail From Peter Lomando Service Manager LVMM. RCM to call Dealer 408319.		408319		
EDWARDAM	08/10/2009 01:44:09 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 04:25:00 PM	Return Call From Peter Lomando Service Manager advised part is in and they are currently installing the part as we speak; Customer is currently in a loaner while this is being done; should be completed by tomorrow. RCM to assign to CA.		408319		
EDWARDAM	08/10/2009 04:25:46 PM	Assigned To MANNAE				
MANNAE	08/11/2009 09:30:30 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 New GTI 2.0T [REDACTED]	090187735	Customer Relations	WVWHV71KX8W [REDACTED]	21,000		
MURPHYJ	07/31/2009 11:34:26 AM	Call From [REDACTED]				Complaint 403076 Pr. Part: 3885-Mechatronics Pr. Rsn: E07 Stumbles/hesitates/dies in stop/go driving
<p>Customer states: vehicle jerks and shakes when hot, most often when accelerating from a stop light; Customer has taken vehicle to Dealer 403076 four times for same concern; states that DP Steve has driven vehicle and told Customer that it was repeating concern, but did not offer any explanation, solution, or repair; states that this is unacceptable and would like to give car back if concern cannot be resolved. Customer seeking: to get an accurate diagnosis from Dealer for concern, and a permanent fix. CO advised: will escalate to RCM for further research, possibly to contact Dealer on Customer behalf; Customer will receive follow-up call by COB 8/3/2009 on cell phone [REDACTED]; Customer acknowledged and stated that anytime would be fine for a callback. CO to assign to RCM for research.</p>						Complaint 403076 Rsn: 94J Dissatisfied w/Dealer Decision
MURPHYJ	07/31/2009 11:42:40 AM	Assigned To RCM				
<p>Customer states that vehicle is jerking and shaking when hot and accelerating from a stoplight; vehicle has been in Dealer 403076 four times for same concern, Dealer cannot determine cause or repair for concern. Customer seeking to have vehicle repaired permanently. CUST expecting follow-up call 8/3/2009 by COB on cell phone [REDACTED] RCM to research.</p>						
NARDONP	07/31/2009 12:02:10 PM	Assigned To CAMPOSA				
CAMPOSA	08/03/2009 02:05:54 PM	Call To Steve		403076		
<p>Service Advisor states; customer's concern is not that bad; diagnosed that it is the mechatronics unit; told the customer that there is a recall coming out shortly that will take care of the customer's concerns; Service Advisor was told by Service Manager that the current mechatronics units that were just sent by Germany are bad; customer is still in his vehicle; part has not been ordered; do not have record of customer coming in 4 times for same concern. RCM seeking to speak with Service Manager. Service Advisor states: will have Service Manager call RCM. RCM to call FOM</p>						
CAMPOSA	08/03/2009 02:16:02 PM	Call To Pete Georgievski				
<p>RCM advised: provided information from Service Advisor; RCM is waiting on a call back from Service Manager; want to get customer into loaner vehicle and get mechatronics on order for customer; seeking to provide FOM with an FYI. RCM to wait dealer call.</p>						

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

VOLKSWAGEN OF AMERICA, INC.
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CAMPOSA	08/03/2009 03:32:51 PM	Call From Pete Georgievski				FOM advised: Dealer to contact customer; information provided to customer on 7/21 was misinformation; Dealership to provide customer with loaner; dealership to get mechatronics unit on order. RCM to advise customer: following up to verify that dealer has contacted customer; component is a VIN specific component, so it can take 4-6 weeks for dealer to receive component; if customer seeking, RCM can follow up with customer; otherwise customer can contact CCC if he has further concerns. RCM to call customer.
GENERAM	08/03/2009 05:48:36 PM	Call To Other				CA called all 3 phone numbers in our customer screen; all were disconnected, except the cellular, which belongs to a different person. CA could not find current phone number for customer in whitepages.com. RCM to review.
GENERAM	08/03/2009 05:54:49 PM	Assigned To CAMPOSA				CA was unable to reach customer as phone numbers listed are disconnected; could not locate a number in whitepages.com. Pending review.
CAMPOSA	08/04/2009 11:27:04 AM	Note To CCC				ELSA shows customer phone number of [REDACTED]. RCM to call Dealer.
CAMPOSA	08/04/2009 11:32:14 AM	Call To Linda		403076		DP advised: number in their system is [REDACTED] (RCM updated customer screen) RCM to call customer.
CAMPOSA	08/04/2009 04:32:47 PM	Call To [REDACTED]				RCM advised: following up to verify that customer is going to be put into a loaner vehicle while his mechatronics is on order; customer advised yes. RCM advised: mechatronics is a VIN specific part; will take 4 weeks to receive; will follow up with customer by COB Monday 8/31.
CAMPOSA	08/31/2009 01:38:36 PM	Voice Mail To John		403076		RCM LVMM. RCM advised: seeking vehicle repair update. RCM to wait Dealer call.
GIROUXS	08/31/2009 06:18:53 PM	Voice Mail For [REDACTED]				RCM LVMM advising: following up regarding mechatronics case; will call customer tomorrow with any further updates; if customer has updates or concerns before RCM calls by COB, can call 800#. RCM to wait dealer call.

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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CAMPOSA	09/01/2009 03:15:32 PM	Call To Steve		403076		
Service Advisor states; part came in today; vehicle is at dealership as well. RCM to advise customer: we understand that the part has arrived today; dealer will follow up with customer once vehicle repair is complete; as a goodwill gesture we would like to provide customer with \$150 service voucher. RCM to call customer.						
GIROUXS	09/01/2009 05:07:23 PM	Call To [REDACTED]				
RCM advised: we understand that part for vehicle arrived today; dealer will be contacting customer once the vehicle is finished; understand that customer's experience has been less than satisfactory, and as a goodwill gesture would like to extend \$150 dealer services voucher to customer. Customer thanked. RCM to assign to CORR for dealer services.						
GIROUXS	09/01/2009 05:12:04 PM	Assigned To ccc				
Please generate and send \$150 dealer services to owner. CORR to send mail.						
BICKMAD	09/02/2009 05:38:58 AM	Assigned To ROGERSD				
ROGERSD	09/04/2009 03:45:53 PM	Mail To [REDACTED]				
Letter and certificate generated and sent to Customer. Correspondence to reassign to RCM.						
ROGERSD	09/04/2009 03:46:28 PM	Assigned To GIROUXS				
GIROUXS	09/04/2009 04:33:33 PM	Note To ccc				
RCM reviewed. No further action.						

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2008 New GTI 2.0T [REDACTED]	090189287	Recovery	WVWHV71K78W [REDACTED]			
ZIEHMEC	08/03/2009 11:00:29 AM	E-Mail To Alan		407228		
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.						inquiry 407228

Customer Name: [REDACTED]

Model Year/Model: 2008 GTI

VIN: WVWHV71K78W [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 407228 e-mail.

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

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ZIEHMEC	08/05/2009 11:59:19 AM	Call To Dan		407228		
	Service Advisor states the Service Manager is not available but he can assist. RCM advised Service Advisor of the info RCM is					
	090189459	Recovery	WVWFD71K08W			
PABSTM	08/03/2009 01:11:39 PM	E-Mail To Jim Gallagher		406429		Complaint 406429
	RCM sent mechatronic email. RCM to wait email from dealer 406429.					
PABSTM	08/03/2009 01:12:38 PM	Assigned To PABSTM				Pr. Part: 3885-Mechatronics
	Pr. Rsn: 55J Outbound					
PABSTM	08/03/2009 04:31:10 PM	Return Call From jim gallagher		406429		
	Service Manager advised is in a rental, fom involved with SUV, customer happy. RCM to assign to CO.					
PABSTM	08/03/2009 04:33:18 PM	Assigned To MANNAE				
ABDULAM	08/06/2009 02:19:57 PM	Call To Jim		406429		
	Service Manager states they got Customer an upgraded loaner to an SUV, but Customer never picked up the vehicle and Customer is on vacation. Service Manager states part has not arrived yet. CO to call customer.					
ABDULAM	08/06/2009 02:23:12 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.					

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

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2008 New GTI 2.0T [REDACTED]	090190648	Recovery	WVWFD71K48W [REDACTED]			
ZIEHMEC	08/04/2009 11:54:18 AM	Note To CCC				
	RCM to send e-mail to dealer 401057					inquiry 401057 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
PABSTM	08/04/2009 03:58:48 PM	E-Mail To patrick collins		401057		
	RCM sent Mechatronic email. RCM to wait email from dealer 401057.					
SZYMANT	08/04/2009 04:23:42 PM	Call To patrick		401057		
	Service Manager states vehicle is complete; it was the transmission harness; mechatronics unit had come in broken in the box; customer back in car; customer happy; was down only 3 days. No further action.					

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

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2008 New GTI 2.0T [REDACTED]	090190669	Recovery	WVWHV71K58W [REDACTED]			
ZIEHMEC	08/04/2009 12:06:04 PM	Note To CCC				
RCM to send e-mail to dealer 402142						inquiry 402142 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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NARDONP	08/05/2009 09:43:18 AM	E-Mail To Jason Kuriger		402142		

Jason,

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): WVWHV71K58W [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 402142 email.

NARDONP	08/05/2009 10:33:27 AM	E-Mail From Jason Kuriger		402142		
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No customer is not currently in a loaner No offer of good will was given up to this point the unit should be here on Friday 8-7-09.

RCM to assign to CA.

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

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NARDONP	08/05/2009 10:33:58 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 02:50:44 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 or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M.				
[REDACTED]	090190732	Recovery	WVWHV71K48W [REDACTED]			
ZIEHMEC	08/04/2009 12:44:07 PM	Note To CCC				
		RCM to e-mail dealer 403084				
						inquiry 403084
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 01:37:59 PM	Note To CCC				
		No further action.				

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2008 New GTI 2.0T [REDACTED]	090190864	Customer Relations	WVWFV71K88W [REDACTED]	11,051		
ZIEHMEC	08/04/2009 02:24:34 PM	Note To CCC RCM to e-mail dealer 403200				inquiry 403200 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CAMPOSA	08/05/2009 08:29:53 AM	E-Mail To Eric Customer Name: [REDACTED] Model Year/Model: 2008 GTI VIN: WVWFV71K88W [REDACTED]			403200	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? 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 03:17:07 PM	E-Mail From Eric Ann. [REDACTED] is in a Rental car from Hertz we did not have a car to give him but we told him we would cover the cost. Other than the car we have not offered him anything The part is due to arrive mid August We think he is a little disappointed Eric Friend RCM to assign to CO			403200	
CAMPOSA	08/05/2009 03:17:24 PM	Assigned To MANNAE				

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MANNAE	08/07/2009 11:55:06 AM	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.
LOPEZJ	08/11/2009 03:09:20 PM	Return Call From	██████████			Customer states: returning VW CCC call. CA advised: we are contacting Customer to address concerns with vehicle and the parts status; inquired how everything is going thus far with Customer. Customer states: Customer is dissatisfied with the rental vehicle Customer has been provided; realizes there were no other options, however Customer would prefer to be placed in another Volkswagen vehicle that would be comparable to Customer vehicle, such as a Rabbit or a Jetta; Customer also seeking if there is an ETA on the part at this time. CA advised: currently we do not have an ETA established but this is a high priority concern within Volkswagen and we are doing everything we can to expedite this part for Customer. Customer advised: Customer feels if Customer has to wait much longer he will feel it necessary to request that Volkswagen offers Customer some relief with his vehicle payment due to the amount of time Customer has been without his vehicle. CO advised: our goal is to repair the vehicle and return it to Customer; we will certainly consider any requests which are made once that goal has been met; CUST will be contacted either by the Dealer or someone from our office to follow up regarding Customer request. Customer accepts. CO to alert for handling.
LOPEZJ	08/11/2009 03:24:50 PM	Assigned To RCM				Please review Customer concerns regarding rental vehicle; Customer has been provided a Chrysler Sebring which he finds unacceptable; Customer would prefer to be placed into another Volkswagen, such as a Rabbit or Jetta; please assign back to CO for follow up once a decision has been made. RCM to review.
NARDONP	08/11/2009 03:49:12 PM	Assigned To CAMPOSA				
CAMPOSA	08/12/2009 12:50:09 PM	Call To Eric Friend		403200		RCM LVMM. RCM advised: customer is seeking a VW loaner such as a Rabbit or a Jetta; not happy in the Chrysler Sebring; RCM seeking to know if a VW loaner is an option. RCM to wait dealer call.
CAMPOSA	08/14/2009 09:44:30 AM	Call To Steve		403200		Service Manager out this week. Service Advisor states: customer was put into a Jetta yesterday. CO to follow up with customer.

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CAMPOSA	08/14/2009 09:45:16 AM	Assigned To MANNAE				
MANNAE	08/14/2009 04:15:50 PM	Call To [REDACTED]				CO followed advising understand dealership 403200 has put him in a Jetta Loaner, following up to ensure if everything is ok. Customer states no as he still doesn't have his vehicle, and concerned with PT after repairs is completed and should concern reoccur it will be a huge expense, seeking VW to extend PT warranty for 2 years or up to 100k miles, also seeking compensation for vehicle payment. CO advised can review his request, can't guarantee VW will meet his request to extend PT warranty, but will be happy to review his vehicle payment once repairs are completed to provide fair compensation, advised will follow up with customer by COB Monday 8-17-07. CO to review.
MANNAE	08/14/2009 04:20:29 PM	Face-To-Face With MIndy				VW will not assist with extended warranty on PT, can offer vehicle payment for downtime. CO to call customer.
ABDULAM	08/14/2009 05:11:03 PM	Call To Steve		403200		Service Advisor states part for Customer came in to the Dealer. CO to follow up.
MANNAE	08/17/2009 09:16:19 AM	Voice Mail To Mandy		403200		CO LMTRMC. CO to wait dealer call.
MANNAE	08/17/2009 01:20:44 PM	Voice Mail To Mandy		403200		CO LMTRMC. CO to wait dealer call.
CAMPOSA	08/17/2009 03:34:27 PM	Voice Mail To Steve		403200		RCM advised: CO has been attempting to get update on customer's vehicle repair; seeking Service Advisor to either contact CO or RCM with update. CO to call customer.
WHEELEK	08/17/2009 04:08:34 PM	Call From [REDACTED]				Customer states: seeking to discuss his vehicle concerns. CA to transfer to CO.

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MANNAE	08/17/2009 04:16:48 PM	Continued Comment With	[REDACTED]			
		CO advised have reviewed customer request and VW will not meet his request to extend warranty on vehicle, advised will meet request to reimburse for down time for mechatronics unit, advised part has arrived to dealership as of Friday. Customer states since 2001 his family has owned 5 VW's and 3 Audis not sure how much loyal you can get and thought VW was going to do something for him, what happens to clutch wear from mechatronics unit. CO advised can't advise what may happen in the future, can advise once vehicle was diagnosed dealership is able to advise if vehicle is safe to drive or at that time should not be driven and provided a loaner vehicle, advised part has been updated and once part has been replaced vehicle should operating to manufacturer specifications, advised will follow up with customer by COB tomorrow to advise of assistance with vehicle payment on downtime. Customer states vehicle has been down for 28 days. CO to wait dealer call.				
CAMPOSA	08/17/2009 04:42:21 PM	Voice Mail From Steve		403200		
		Service Advisor LVMM. Service Advisor states: part came in; vehicle is repaired. CO to research				
MANNAE	08/17/2009 04:55:24 PM	E-Mail To Eric		403200		
		CO e-mailed SM for downtime on mechatronic repairs. CO to wait dealer e-mail.				
MANNAE	08/18/2009 05:21:50 PM	Call To	[REDACTED]			
MANNAE	08/18/2009 05:24:15 PM	Call To	[REDACTED]			
		CO spoke with Son Aaron and advised VW will assist one month vehicle payment and to fax a copy of payment statement, to allow 4-6 weeks to post on his VW Credit account, advised customer to call with any questions. No further action, wait customer mail.				
MURPHYJ	08/21/2009 01:23:50 PM	Call From	[REDACTED]			
		Customer states: seeking to speak with Associate, had just faxed payment statement to CCC, wanted to know if it had been received; wanted to know more specifics about vehicle payment VWoA is providing. CA advised: Associate is not available, will leave note in case that Customer had called; if fax had just been received, it may take a few hours for that fax to be posted to Customer file; Customer seeking callback from Associate on phone number [REDACTED] Associate to contact Customer.				

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

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MANNAE	08/21/2009 03:46:09 PM	Call To [REDACTED]		403200		
		CO advised understand customer has faxed copy of vehicle payment to CCC, advised will generate an EFT to VW Credit and to allow 4-6 weeks to see it post on his account, advised once it posts on his account he maybe to miss a vehicle payment, advised to monitor his VW Credit account, invited customer to call with any questions or concerns. No further action, wait customer mail.				
MARASHS	08/21/2009 04:31:03 PM	FAX From [REDACTED]				
		Fax in Doc Center.				
MARASHS	08/21/2009 04:31:20 PM	Assigned To CAMPOSA				
CR_BATCH	08/27/2009 04:00:53 AM	Note To CAMPOSA				
		Amount for \$ 402.12 was Posted on 08/26/2009. AP reference number: 40044831				

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

09/23/2009

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2008 New GTI 2.0T [REDACTED]	090191558	Recovery	WVWHV71K68W [REDACTED]			inquiry 408056 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 08:38:57 AM	E-Mail To Ian Waters		408056		
ACTION REQUIRED: Mechatronic update - WVWHV71K68W [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 GTI

VIN: WVWHV71K68W [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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Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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

<u>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 09:05:09 AM	E-Mail From Ian Waters		408056		
<p>Vehicle has been repaired, finished repair 07/31/09. Customer picked up car and is driving it. We used another customers part who has an appointment on 08/13/19 to replaced his mechatronic unit, His name is Robert Gamper. Thanks .</p>						
	090191583	Recovery	WVWFV71K98W			
ZIEHMEC	08/05/2009 09:46:40 AM	Note To CCC				
<p>RCM to e-mail dealer 405036</p>						
JANSSEL	08/06/2009 12:08:57 PM	Call To Mike		405036		
<p>(Service Manager unavailable, Service Advisor offered assistance)</p>						
<p>RCM seeking to know if customer was provided alternate transportation, ETA for part communicated to customer, and if goodwill was offered. Service Advisor advised: part was ordered on 7/24/09, no ETA communicated to customer, customer is driving vehicle now so alternate transportation not needed, no goodwill offered. RCM to assign case to CA.</p>						
JANSSEL	08/06/2009 12:11:28 PM	Assigned To MANNNAE				
ABDULAM	08/07/2009 11:39:32 AM	Note To ccc				
<p>home phone number is inoperable and at business number was advised customer is no longer there. CA to call dealer.</p>						
ABDULAM	08/07/2009 11:43:27 AM	Call To Mike		405036		
<p>SA states part arrived at dealer today. No further action.</p>						

inquiry 405036
 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 New GTI 2.0T ██████████	090191630	Recovery	WVWFV71K48W██████████			inquiry 420156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:59:40 AM	Note To ccc				
	RCM to e-mail dealer 420156					
ZEHELD	08/05/2009 01:30:44 PM	E-Mail To Mike McArthur		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: ██████████</p> <p>Model Year/Model: 2008 GTI</p> <p>VIN: WVWFV71K48W██████████</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 420156 e-mail.</p>						
ZEHELD	08/06/2009 11:57:04 AM	Call From Mike McArthur		420156		
<p>Service Manager states has his own plan to offer Goodwill (i.e. vehicle payment) depending on the Customer situation and wait time; would like to handle the Goodwill situation himself and not have CCC offer anything; Service Manager usually calls Customer that has been waiting for 3 weeks for parts and will tell them he can offer a vehicle payment. RCM advised will note the file; this project is merely to let Customer's know we are aware of the delay and are working to get the parts ASAP; if Customer does ask for compensation we will deny from CCC and allow Service Manager to make that decision based on Service Manager request. Service Manager states will send e-mails with request mechatronic information.</p> <p>RCM to wait Dealer 420156 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	08/06/2009 12:16:18 PM	E-Mail From Mike McArthur		420156		
		1) Is the customer in a rental or loaner?yes				
		2) Have you offered any goodwill?not yet				
		3) What part arrival time has been communicated to the customer?n/a				
		4) Other pertinent information that you think we should be aware of?				
		RCM to assign to outbound CO.				
ZEHELD	08/06/2009 12:17:04 PM	Assigned To MANNAE				
		CO to call Customer.				
ABDULAM	08/07/2009 01:50:52 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 New GTI 2.0T [REDACTED]	090191641	Recovery	WVWFV71K48W [REDACTED]			inquiry 422144 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:01:40 AM	Note To ccc				
RCM to e-mail dealer 422144						

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

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

<u>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 09:56:00 AM	E-Mail To Jaime		422144		
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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 GTI

VIN: WVWFFV71K48W [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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MANNNAE	08/10/2009 04:59:53 PM	Call To Jamie		422144		
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SM states needs to speak with parts and will call CA back. CA advised will also need to know if customer is in a rental or loaner, any GW offered and if there is any pertinent information I should be aware of. 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 09:26:48 AM	Voice Mail From Jamie		422144		
		SM left message stating part did arrive. RCM to review and close.				
ZEHELD	08/11/2009 11:54:45 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 New GTI 2.0T [REDACTED]	090191667	Recovery	WVWHV71K28W [REDACTED]			inquiry 423322 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:08:42 AM	Note To ccc				
	RCM to e-mail dealer 423322					
ZEHELD	08/05/2009 01:19:41 PM	E-Mail To Tom Stapleton		423322		
<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 GTI VIN: WVWHV71K28W [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 423322 e-mail.</p>						
MANNAE	08/10/2009 05:09:59 PM	Call To Tom		423322		
CA left message with receptionist to RMC or speak with RCM to update case. RCM to wait dealer call.						
ZIEHMEC	08/11/2009 10:12:58 AM	Assigned To MANNAE				
Assigned for handling.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/11/2009 04:25:21 PM	Call To Tom		423322		
<p>Service Manager states that part seems to be in at dealer as dealer has been billed for the part. Service Manager states if he calls CO back that means dealer does not have part, but Service Manager states he feels the dealer has the part. SM states if part is not at the dealer he will call me back. 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

<u>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 New GTI 2.0T [REDACTED]	090191670	Recovery	WVWHV71K98W [REDACTED]			inquiry 423322 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:58:02 AM	Note To ccc RCM to e-mail dealer 423322				
ZEHELD	08/05/2009 02:01:33 PM	E-Mail To Tom Stapleton		423322		
<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. Customer Name: [REDACTED] Model Year/Model: 2008 GTI VIN: WVWHV71K98W [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 423322 e-mail.</p>						
MANNAE	08/10/2009 05:09:09 PM	Call To Tom		423322		
CA left message with receptionist to RMC or speak with RCM to update case. RCM to wait dealer call.						
ZIEHMEC	08/11/2009 10:12:30 AM	Assigned To MANNAE				
Assigned for handling.						
ABDULAM	08/11/2009 04:26:20 PM	Call To Tom		423322		
Service Manager states that vehicle is a Dealer loaner vehicle and Dealer owns 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 New GTI 2.0T [REDACTED]	090191725	Recovery	WVWHV71K78W [REDACTED]			inquiry 425047 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:53:52 AM	Note To CCC				
	RCM to e-mail dealer 425047					
BALDWIA	08/06/2009 11:41:57 AM	Note To CCC				
	Service Manager prefers phone contact and RCM had another customer to call Service Manager about. RCM to call Dealer.					
BALDWIA	08/06/2009 11:42:50 AM	Call To James Rushing		425047		
	RCM advised customer name and concern. Service Manager advised customer brought vehicle in on 7-28-09 for concern; Customer is driving his vehicle now; ETA for mechatronic unit is 8-10-09. RCM asked if Customer would have been made aware of the ETA and if the customer was offered Goodwill. Service Manager advised he thinks so as normally if there is an ETA the dealer does provide that information; Customer has not been offered Goodwill. RCM to assign to CO.					
BALDWIA	08/06/2009 12:06:49 PM	Assigned To MANNAE				
	CO to call Customer.					
ABDULAM	08/07/2009 02:38:49 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 ETA is 8/10. Customer states they are okay driving their vehicle. 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 New GTI 2.0T [REDACTED]	090191732	Recovery	WVWFV71K08W [REDACTED]			inquiry 425162 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:55:36 AM	Note To CCC				
	RCM to e-mail dealer 425162					

ZIEHMEC 08/06/2009 09:37:27 AM E-Mail To Louann 425162

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: WVWFV71K08W [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 10:02:05 AM	E-Mail From IOUANN		425162		
<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 GTI</p> <p>VIN: WVWFV71K08W [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? No-customer has the car 2) Have you offered any goodwill? I was going to when the car came back in for part (fill up with gas and detail) 3) What part arrival time has been communicated to the customer? End of August 4) Other pertinent information that you think we should be aware of? Customer seems to be okay with situation at this time <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 assign to CO.</p>						
ZIEHMEC	08/06/2009 10:02:31 AM	Assigned To MANNAE				
RCM assigned to CO. CO to call customer						
ABDULAM	08/07/2009 02:45:15 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 New GTI 2.0T [REDACTED]	090195079	Recovery	WVWFV71K18W [REDACTED]			inquiry 402149 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:35:47 AM	Note To CCC				
RCM to send e-mail to dealer 402149						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:36:02 AM	E-Mail To Dave		402149		
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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 GTI

VIN: WVWFFV71K18W [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	08/07/2009 03:15:49 PM	E-Mail From Dave		402149		
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Customer is in there car and part is on order
 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	08/07/2009 03:16:11 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer
ABDULAM	08/07/2009 04:02:17 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 New GTI 2.0T [REDACTED]	090195081	Recovery	WVWHV71K08W [REDACTED]			inquiry 402647 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:41:23 AM	Note To CCC				
RCM to e-mail 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>
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ZIEHMEC	08/07/2009 10:41:50 AM	E-Mail To John		402647		
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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 GTI

VIN: WVWHV71K08W [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 402647 e-mail.

NARDONP	08/07/2009 12:28:11 PM	Call To Steve		402647		
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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.

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	08/07/2009 12:28:21 PM	Assigned To MANNAE				

MANNAE 08/07/2009 04:01:29 PM Call To [REDACTED]

CO spoke with customer and advised calling to apologize for any inconvenience, inquired if he was comfortable in driving vehicle and were made aware of customer concerns through 402647, inquired if there were any questions could answer. Customer states is ok in driving vehicle just surges, wondering when part is suppose to be available. CO advised parts are suppose to start shipping out in a couple of weeks, depending on when his part was ordered, advised at any time if customer would like a loaner he may contact 402647 and they would be happy to set it up for him. 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 New GTI 2.0T [REDACTED]	090195085	Recovery	WVWFV71K18W [REDACTED]			inquiry 405029 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:48:43 AM	Note To CCC				
RCM to e-mail dealer 405029						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:48:54 AM	E-Mail To Albert		405029		
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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 GTI

VIN: WVWFV71K18W [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	08/07/2009 12:19:08 PM	Note To CCC				
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Please note RCM got out of office reply. RCM to call dealer 405029

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 03:16:29 PM	Call To Joe		405029		
		SM is not available, receptionist states Joventz who is assisting customer is assisting another customer and advised customer is in a loaner and part is expected 8-21-09. CA to reassign for handling.				
MANNAE	08/10/2009 03:20:14 PM	Assigned To MANNAE				
		CO to call customer.				
ABDULAM	08/11/2009 10:44:49 AM	Note To ccc				
		CO called customer at business number, customer no longer works there, CO called customer at home number and phone was answered and disconnected on CO twice, CO called unknown number and CO was placed on hold and no one returned. CO to call dealer for contact number.				
ABDULAM	08/11/2009 10:47:25 AM	Call To Jovintz		405029		
		DP provided same contact numbers as CO has on file. No further action as Customer is unavailable.				

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 New GTI 2.0T [REDACTED]	090195092	Recovery	WVWHV71K78W [REDACTED]			inquiry 408159 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:56:40 AM	Note To CCC				
RCM to e-mail dealer 408159						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:56:44 AM	E-Mail To Fabian		408159		
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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 GTI
 VIN: WVWHV71K78W [REDACTED]

Customer Name: [REDACTED]
 Model Year/Model: 2008 Jetta
 VIN: 3VWRA71K58M [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 10:38:19 AM	Call To Fabian		408159		
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Service Manager states in loaner, part ordered 8-4-09, no ETA, Goodwill or FOM involvement. CA to reassign for handling.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 10:39:12 AM	Assigned To MANNAE				CO to call customer.
MANNAE	08/11/2009 01:07:18 PM	Call To [REDACTED]				CO followed up with customer to apologize for any inconvenience. Customer states is this a known concern. CO advised it's not a known concern, however we are following up because we are aware this is a back ordered part and to apologize to customer for any inconvenience and see if there are any questions that need to be answered. Customer thanked for call. 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 New GTI 2.0T [REDACTED]	090195112	Recovery	WVWHV71KX8W [REDACTED]			inquiry 424339 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:38:36 AM	Note To CCC				
RCM to e-mail dealer 424339						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 11:38:47 AM	E-Mail To Matthew		424339		
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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 GTI

VIN: WVWHV71KX8W [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	08/07/2009 12:27:05 PM	Note To CCC				
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Please note that e-mail came back undeliverable. RCM to call dealer 424339

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	08/07/2009 12:50:08 PM	Call To Stephanie (Service)		424339		
	DP advised: customer is currently in their own vehicle; customer has not been offered goodwill assistance; customer was advised that it would take 30 days to receive part. RCM to assign to CO					
CAMPOSA	08/07/2009 12:51:19 PM	Assigned To MANNAE				
MANNAE	08/07/2009 04:08:01 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.					
Armstrong VW	090196815	Recovery	WVWHV71K88W [REDACTED]			
ZIEHMEC	08/10/2009 10:23:10 AM	Note To CCC				
	RCM to e-mail dealer 423063					
ZEHELD	08/10/2009 12:51:55 PM	Call To Dawn Dameron				
	Operations Manager advised RCM doesn't need to follow up on a VW Dealer vehicle with a mechatronic issue. No further action.					
						inquiry 423063 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 New GTI 2.0T [REDACTED]	090196836	Recovery	WVWHV91K98W [REDACTED]			
ZIEHMEC	08/10/2009 10:32:05 AM	Note To CCC RCM to e-mail dealer 409415				inquiry 409415 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ISTIFOV	08/10/2009 02:34:25 PM	Call To Joe Lishman		409415		
		Service Manager advised the part was ordered this past Thursday 8/6/09 and is expected to arrive by late next week, customer is not in a loaner, has not asked for compensation. RCM to assign to CO.				
ISTIFOV	08/10/2009 02:36:27 PM	Assigned To MANNAE CO to call customer.				
MANNAE	08/11/2009 12:57:24 PM	Call To [REDACTED] Customer states has turned vehicle in and no longer owns has traded 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 New GTI 2.0T [REDACTED]	090196852	Recovery	WVWHV71K28W [REDACTED]	10,651		
ZIEHMEC	08/10/2009 10:40:14 AM	Note To CCC				
	RCM to e-mail dealer 406416					inquiry 406416
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
PABSTM	08/10/2009 10:41:39 AM	Call To todd strohs		406416		
	RCM asked Mechatronic questions. Service Manager advised customer is in his own vehicle, no goodwill has been discussed.					
	RCM advised of the outbound calls to the customer. RCM to assign to CO.					
PABSTM	08/10/2009 10:46:00 AM	Assigned To MANNAE				
	CO to call the customer.					
MANNAE	08/11/2009 11:30:11 AM	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 New GTI 2.0T [REDACTED]	090196853	Recovery	WVWHV71K58W [REDACTED]			
ZIEHMEC	08/10/2009 10:41:01 AM	Note To CCC RCM to e-mail dealer 405419				inquiry 405419 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
MANNAE	08/10/2009 05:55:59 PM	Note To ccc No dealer e-mail. CO to call dealer.				
ABDULAM	08/11/2009 03:41:08 PM	Call To Scott		405419		
		Service Manager states no ETA, no FOM involvement, no Goodwill, no rental or loaner. CO to call Customer.				
ABDULAM	08/11/2009 05:10:53 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 is okay driving his vehicle, but it seems like it getting worse. CO advised if Customer does need a loaner or rental he can either let his dealer or VW CCC know and we can get Customer into a loaner or rental. CO advised that the dealer has escalated the issue and monitoring your order closely and once part arrives they will contact customer. CO advised if Customer has any questions or concerns to contact dealer or VW 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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 New GTI 2.0T [REDACTED]	090199405	Recovery	WVWFD71K28W [REDACTED]			inquiry 408057 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/12/2009 09:10:47 AM	Note To CCC				
	CO to contact dealer 408057					

ABDULAM 08/12/2009 11:31:16 AM E-Mail To Frank 408057

Frank,

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

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

The Customers that I am seeking this information on is:

[REDACTED] - WVWFD71K28W [REDACTED]

If you can please reply to all I would appreciate it.

Martin Abdulahad

VWoA Special Projects
 3499 W Hamlin Rd.
 Rochester Hills, MI 48309

Tel. (248) 754-3536
 Fax. (248)754-6504
 Mailto:martin.abdulahad@vw.com
 www.vw.com

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/13/2009 09:33:50 AM	Voice Mail To Frank		408057		CO LMTRMC. CO seeking to know if vehicle is down, if Customer in a rental/loaner, if Dealer offered Goodwill, and if there is an ETA. Wait Service Manager call.
MANNAE	08/14/2009 01:10:49 PM	Call To Cheryl		408057		DP states will review and either her or Service Manager will call CO back. CO to wait dealer call.
MANNAE	08/14/2009 01:37:57 PM	Call From Frank		408057		SM states customer no rental loaner, ETA is 4-6 weeks, no GW. CO to call customer.
MANNAE	08/14/2009 03:13:08 PM	Call To [REDACTED]				CO advised customer following up to apologize for any inconvenience on the delay of parts. Customer states vehicle isn't that bad yet but he is concerned because he is driving to OH tomorrow. CO advised customer if anything should happen he may contact Roadside and they can tow him to the nearest VW dealership and he can be set up in a loaner vehicle if he needs to be, advised if he drives back home and feels he is uncomfortable or vehicle should seem worse he may follow up with 408057 and they would be happy to set him up in a loaner 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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 New GTI 2.0T [REDACTED]	090199410	Customer Relations	WVWFV71K28W [REDACTED]			Complaint 409460 Pr. Rsn: 75G Complaint about Offer
ZIEHMEC	08/12/2009 09:12:06 AM	Note To CCC				
	CO to contact dealer 409460					
ABDULAM	08/12/2009 11:46:19 AM	E-Mail To Paul		409460		Inquiry 409460 Part: 3885-Mechatronics Rsn: 55J Outbound
<p>Paul,</p> <p>We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:</p> <ol style="list-style-type: none"> 1) Is the customer in a loaner/rental? 2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer? 3) What part arrival date have they communicated to the customer? <p>The Customers that I am seeking this information on is: Garret Williams - WVWFV71K28W [REDACTED]</p> <p>If you can please reply to all I would appreciate it.</p>						
<p>Martin Abdulahad</p> <p>VWoA Special Projects 3499 W Hamlin Rd. Rochester Hills, MI 48309</p> <p>Tel. (248) 754-3536 Fax. (248)754-6504 Mailto:martin.abdulahad@vw.com www.vw.com</p>						

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

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

<u>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 Martin,	08/12/2009 01:57:32 PM	E-Mail From Paul		409460		
						<p>this customer is in a rental car. he has been in a car since 7/7/09. as a Dealer we have not offered any goodwill. the concern is a noise in the car when turning sharply. we have had Pete Mcleigh(area 18 QTM) involved. we have to send the car to a body shop to re-weld the body seal. This is where we are at this point. we probably have another week with this vehicle. not sure of an estimated completion date.</p> <p>Thanks Paul Boots Lindsay VW</p>
ABDULAM Paul, Is this vehicle still waiting for a mechatronic unit as well? Thanks, Martin	08/12/2009 01:59:10 PM	E-Mail To Paul		409460		
ABDULAM yes. however the customer does not realize that he needs it. we noticed this (along with Pete and Jim) during the road test.The customer's concern is the noise. I understand that he is upset because the dash had to be removed from the car.	08/12/2009 03:31:10 PM	E-Mail From Paul		409460		
ABDULAM Paul, Thanks for the update. We will not contact this customer about the mechatronic repair then. I appreciate your help. Thanks, Martin	08/12/2009 03:37:05 PM	E-Mail To Paul		409460		
						No further contact necessary as Customer is not aware of mechatronic repair.
FOXK1 Customer LVMM to call him back, he has an escalated issue he would like to discuss. ES call customer.	08/12/2009 05:07:39 PM	Voice Mail From [REDACTED]				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
FOXK1	08/13/2009 04:02:39 PM	Call To [REDACTED]				Customer advised he did speak to the service manager, they are taking it to a body shop for the weld issue, should be put back together by Tuesday, they took apart the dash and he felt this was excessive, if they can put this back together without any noise, he will take everything back. ES asked if he would like us to follow up Tuesday. Customer advised he would like that. ES set follow up date for 8/18.
STRINGD	08/18/2009 03:19:16 PM	Call From [REDACTED]				[REDACTED] wanted to speak with Ms. Fox for a followup. Transferred call to Ms. Fox, customer left a vmail.
FOXK1	08/19/2009 10:45:15 AM	Voice Mail To Paul		409460		ES seeking a vehilce update. ES call customer.
FOXK1	08/19/2009 10:50:25 AM	Call To [REDACTED]				Customer advised per the dealer someone from MI is flying out to them to check his vehicle, he has heard this before, but at what point has VW stated they are not able to fix a vehicle. ES advised in the 8 years of working here we have never been in a position where we could not fix the vehicle, the time frame can be extensive, but we will correct his vehicle, at any point we can research anything he may be seeking. Customer seeking a follow up Monday. ES advised will follow up Monday. ES set follow up date 8/24.
FOXK1	08/19/2009 11:30:05 AM	Return Call From Paul		409460		QTM has been at the dealer twice, he is there currently, will call back when there is an update later today or tomorrow. ES wait dealer call.
FOXK1	08/25/2009 03:56:07 PM	Voice Mail To Paul		409460		ES seeking vehicle status. ES call customer.
FOXK1	08/25/2009 03:56:42 PM	Voice Mail To [REDACTED]				LMTRMC. Transfer to me at x 43432. ES wait for dealer call.
FOXK1	08/26/2009 01:58:08 PM	Voice Mail From Paul		409460		Service manager LVMM to call him back. ES call 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>
FOXK1	08/26/2009 02:04:42 PM	Voice Mail To Paul		409460		
		LMTRMC. ES wait dealer call.				
FOXK1	08/26/2009 02:27:09 PM	Return Call From Paul		409460		
		Dealer advised the customer picked up the vehicle Monday, spoke to him yesterday afternoon all is well, dealer offered a vehicle payment he was happy with that. ES call customer.				
HOFFMAB	08/26/2009 02:37:15 PM	Call From [REDACTED]				
		Customer seeking to speak with Level 2/executive. CA to transfer call.				
HOFFMAB	08/26/2009 02:38:07 PM	Transfer To associate				
		Level 2 not available. CA to return to customer.				
FOXK1	08/26/2009 02:38:48 PM	Return Call From [REDACTED]				
		Customer advised the vehicle is operating as it should and he is satisfied, if it returns he will take it back to the dealer. 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 New GTI 2.0T [REDACTED]	090200424	Customer Relations	WVWHV71K08W [REDACTED]	18,000		Complaint 406413 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
LOPEZI	08/13/2009 09:36:53 AM	Call From [REDACTED]				Inquiry Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 37A Lease Payment
	Customer states: Customer vehicle had to go to Dealer 406413 because the vehicle was jerking; Dealer diagnosis vehicle needs a mechatronics unit and the estimated time of arrival 6-8 weeks; Dealer has provided Customer a rental which is a Ford and Customer is no happy with the fact that Customer will be without his vehicle for such a long timeframe; Customer advised Customer has owned 10 Volkswagen vehicles and this is Customer second time around dealing with an extended parts delay issue with Volkswagen; Customer vehicle has been at Dealer since August 6th; Customer is working with Greg Petrone. Customer seeking: Volkswagen to take care of Customer vehicle lease payments for the duration of the time vehicle is down. CO advised: we are certainly happy to consider that request; however we do want to ensure Customer vehicle is repaired and returned to Customer prior to making any considerations. Customer states: Customer will work with Dealer and contact VW CCC back once vehicle has been repaired. CO acknowledged. No further action pending Customer call.					
PEONJU	08/28/2009 09:18:16 AM	Call From [REDACTED]				
	Customer states: original owner; this is his 10th VW; vehicle down for 1 month instead of 2 as he was advised it would be; he has vehicle back now. Customer seeking for a vehicle payment in compensation for the month his vehicle was at dealer service waiting for mechatronic back order to arrive; worked with Service Advisor Greg. CA advised: will assign to RCM for review and contact customer back by COB 8/31/09 at his home number anytime 8-5 with a resolution to his request. CA to assign to RCM.					
PEONJU	08/28/2009 09:23:22 AM	Assigned To unassigned				
	RCM please review for consideration, very loyal to brand; RCM to research.					
CAMPOSA	08/28/2009 10:39:59 AM	Assigned To CAMPOSA				
CAMPOSA	08/28/2009 03:26:35 PM	Call To Paul			406413	
	RCM advised: seeking how many days down the vehicle was while the mechatronics was being replaced. Service Manager to call RCM back with update. 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>
CAMPOSA	08/31/2009 08:39:16 AM	Voice Mail From Paul		406413		
		Service Manager LVMM. Service Manager advised: vehicle came in 8/5; vehicle was completed 8/26. RCM to advise customer: we will provide customer with a vehicle payment. RCM to call customer.				
GIROUXS	08/31/2009 03:56:31 PM	Call To [REDACTED]				
		RCM advised: happy to see that customer was able to pick vehicle up last Wednesday; seeking to know if customer has had further concerns since then. Customer states so far so good. RCM advised: understands that customer was without vehicle for 21 days, and to compensate for time down and inconvenience, we would like to offer one month payment. Customer states that's great. RCM provided fax and case number and advised that customer should fax us VCI statement that shows payment cost; we will credit payment to account and customer should in the meantime keep making payments as usual and call VCI to work out how that credit should be applied to account. Customer thanked. RCM to wait customer fax.				
CAMPOSA	09/01/2009 08:55:50 AM	Note To CCC				
		RCM reviewed. No further action.				
WILLIAC2	09/11/2009 01:46:58 PM	FAX From [REDACTED]				
		Fax in doc center.				
CAMPOSA	09/11/2009 02:02:44 PM	Note To CCC				
		848125058, WVWHV71K08W [REDACTED] [REDACTED] vehicle payment due to lengthy wait for repair. Total = \$346.38				
CR_BATCH	09/17/2009 04:00:45 AM	Note To CAMPOSA				
		Amount for \$ 346.38 was Posted on 09/16/2009. AP reference number: 40048469				

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 New GTI 2.0T [REDACTED]	090200780	Recovery	WVWFD71K08W [REDACTED]			inquiry 406482 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 10:10:14 AM	E-Mail To BBeck		406482		

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 GTI

VIN: WVWFD71K08W [REDACTED]

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

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

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

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/17/2009 11:48:29 AM	Call To DJ		406482		
		SM not available in meeting, SA states no rental loaner, 4 weeks out, customer wasn't comfortable driving vehicle advised if customer wasn't comfortable to call him to get set up in loaner. CO to call customer.				
MANNAE	08/17/2009 12:49:15 PM	Call To [REDACTED]				
		CO attempted to call customer and wrong number. CO to call dealer.				
MANNAE	08/17/2009 12:57:20 PM	Call To Andy		406482		
		SA provided numbers for [REDACTED] and [REDACTED] CO to call customer.				
MANNAE	08/17/2009 12:57:57 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

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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 New GTI 2.0T [REDACTED]	090200883	Recovery	WVWFV71K38W [REDACTED]			inquiry 419400 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 09:50:31 AM	E-Mail To Stan		419400		

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 GTI

VIN: WVWFV71K38W [REDACTED]

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

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

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

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

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 05:13:49 PM	Call To Chip		419400		
		SA states part is on order, customer in loaner, no ETA. CO to call customer.				
MANNAE	08/14/2009 05:15:06 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 New GTI 2.0T [REDACTED]	090200925	Customer Relations	WVWVFV71K78W [REDACTED]	11,700		Complaint 402635 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
LANDRYK	08/13/2009 03:53:41 PM	Call From [REDACTED]				
Customer states: vehicle is currently at Dealer 402638 for the service; his concern with his transmission has returned; when the vehicle is cold and he uses the triptronic to shift from 1st to 2nd gear the vehicle slams like it has been rear ended; when the vehicle warms up it hesitates and shifts up or down erratically when he is slowing down for a stop; Dealer replaced the transmission box less than 6 months ago; this is the exact same concern that was present then; Dealer has advised that there is no coding for this so they cannot change the box; he is working with Tim Deremer who is great; the technician working on the vehicle is Frank; technician has experienced the symptoms; is not trying to get Dealer in trouble; he likes the Dealer; just wants his concern addressed properly and his transmission box changed. Customer seeking: to have his concern addressed properly; his mechatronic changed. CO advised: is escalating to RCM for review; RCM will follow up with Customer by COB 8-14-09. CO to forward to RCM for review.						
LANDRYK	08/13/2009 04:00:38 PM	Assigned To CCC				
Please follow up with Dealer 402635 to make sure they are using all of their technical resources to address Customer concern; technician has experienced symptom; vehicle is not coding; Dealer advised that cannot repair the vehicle without the code because VW will not authorize it; Customer can be reached on his cell phone [REDACTED]; best between 12 p.m. and 3 p.m. RCM to review.						
CAMPOSA	08/13/2009 04:18:05 PM	Assigned To CAMPOSA				
CAMPOSA	08/14/2009 10:21:12 AM	Call To Russ			402635	
Service Manager advised: vehicle came in on Wednesday 8/12; vehicle has no codes; vehicle has been on test drive with several different people in the dealership; vehicle operating as designed; have driven hills and other roads that the customer uses daily; dealer has advised customer that they would be happy to test drive with customer to see if the customer can duplicate the concerns; have also advised the customer that if he is in the area and the symptoms are occurring, the customer can come directly to the dealership and someone would be happy to test drive with the customer. RCM to call customer.						

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>
CONLINR	08/14/2009 01:09:05 PM	Call To	██████████			
						RCM advised: have reviewed concerns with Dealer; Dealer has diagnosed Vehicle has operating to specifications after extensive test driving; Dealer did say Customer can test drive with Dealer if he wishes. Customer states had these same concerns on his 06 GTI which is why Customer traded it in for a 2008 GTI; is not pleased with this diagnosis. RCM advised Customer to contact Dealer should concerns develop again. RCM to review and close
CAMPOSA	08/14/2009 01:44:51 PM	Note To CCC				
						RCM reviewed. No further action.

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

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2008 New GTI 2.0T [REDACTED]	090201575	Customer Relations	WVWHV71K98W [REDACTED]	24,000		Complaint 408076 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
GHIDROA	08/14/2009 11:52:30 AM	Call From [REDACTED]				Inquiry 408076 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
Customer states: leasing this vehicle; purchased many VW vehicles since 1984; recently the transmission stalled; the vehicle was taken to Dealer 408076 where customer was advised that the valve body needs to be replaced; customer was provided with a rental vehicle that uses more gas than customer's vehicle; the vehicle has been at Dealer for 3 and a half weeks; this is the first time that the vehicle has been taken to this Dealer due to the fact that customer moved to CT from RI; today customer was advised that the valve body is on national backorder and it will take another 4-6 weeks to obtain the part; Dealer 408076 advised that this is becoming an epidemic since there are 2 more vehicles on the lot with the same issue; customer's monthly lease payment is \$422.30 plus there is a property tax required by the state; customer states: he no longer feels comfortable driving this vehicle; customer is dissatisfied with the fact that the rental is using more gas; customer states: he would like it to be documented that customer's credit was damaged by his ex-wife however General Manager at Dealer 408080 John Devine has helped customer rebuild his credit. Customer seeking: for VW to replace the vehicle with a different VW for customer to lease or to get customer out of this vehicle so that customer can purchase a different VW vehicle. CO advised: VW goal is to repair the vehicle; RCM would be able to evaluate customer's request and will follow-up with customer by COB Monday 08-17-09. CO to assign case to RCM.						
GHIDROA	08/14/2009 12:11:16 PM	Assigned To CCC				
Please contact Dealer 408076 in order to evaluate customer's request documented in the previous note. Please follow-up with customer by COB on 08-17-09 on business alternate phone number; customer can also be reached on his cell number. RCM to contact Dealer 408076.						
ZIEHMEC	08/14/2009 12:21:02 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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ZIEHMEC	08/14/2009 01:52:02 PM	E-Mail To Steve		408076		

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: WVWHV71K98W [REDACTED]

Customer alleged days down:

Vehicle repair history: No repairs listed-Please advise

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.

Christine Ziehmer
 248-754-3577
 RCM backup

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

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

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CASE NUMBERS SOURCE: All

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dealer 408076 e-mail.						
ZIEHMEC	08/14/2009 02:34:14 PM	E-Mail From Steve		408076		
Repair order open date 07/21/09.						
The parts arrived today 08/14/09.						
The repair order has been released from hold status.						
The repairs will begin shortly.						
Thanks for your concern.						
Steve Colagiovanni Service Manager Gene Langan VW 408-076 860-633-0261 RCM to call customer and advised VW can offer 1 vehicle payment						
ZIEHMEC	08/14/2009 02:35:21 PM	Call To [REDACTED]				
RCM advised customer: that RCM spoke with the Service Manager and the parts are in; they are going to start work on the vehicle soon; VW is not able to assist with the concerns but can offer 1 vehicle payment for the concerns; will need to continue making payments as usual and fax or mail in a copy of his payment stub. Customer states: he is satisfied; loves vehicle; will fax in payment stub. RCM advised fax number. RCM to e-mail FOM.						
ZIEHMEC	08/14/2009 02:40:50 PM	E-Mail To Richard		408076		
RCM sent FYI e-mail to FOM. No further action pending customer fax.						
MARASHS	08/17/2009 01:55:38 PM	FAX From Gerald Sullivan				
Fax in Doc Center.						

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

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

<u>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	08/17/2009 02:21:27 PM	Note To CCC				
	WVWHV71K98W	850071817,				VW to EFT customer VCI account in the amount of one month vehicle payment. Total EFT \$422.30. RCM to wait check.
CR_BATCH	08/22/2009 04:00:46 AM	Note To MULLINT				
	Amount for \$	422.30	was Posted on 08/21/2009.	AP reference number:	40044344	

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2009 New GTI 2.0T [REDACTED]	090162337	Customer Relations	WVWHD91K59W [REDACTED]	4,900		Complaint 422525 Pr. Part: 1031-Engine carrier Pr. Rsn: E08 Stumbles/hesitates/dies in steady hwy driving
GHIDROA	07/01/2009 01:04:57 PM	Call From [REDACTED]				Complaint 422525 Rsn: 18Q Product Knowledge
<p>Customer states: original owner; purchased the vehicle; within the first 1,000 miles customer experienced the vehicle stopping while driving however customer thought that this was a one time occurrence and did not think anything of it; recently it happened at a random rate several times; yesterday customer was driving on the freeway and the vehicle went into Neutral and stopped; customer took the vehicle to Dealer 422525; worked with service advisor Russell; DP test-drove the vehicle and was not able to experience the issue that customer was complaining about; there were no fault codes showing and no repairs were completed; DP advised customer that he can go home; the only other option would be for customer to leave the vehicle at Dealer for an indefinite amount of time until Dealer drives it until they experience the issue; customer states: that is not a satisfactory answer; he does not feel safe driving it and would not like Dealer to put unnecessary miles on the vehicle; as customer was driving home from Dealer the vehicle stopped again; customer read online that many owners are complaining about their vehicle stopping while driving and VW will not do anything about this; customer is thinking about contacting the TV station and having this issue broadcasted. Customer seeking for VW to refund the purchase price of the vehicle; seeking to file a complaint about the service experience and lack of knowledge at Dealer 422525. CO advised: will document Dealer complaint internally; VW goal is to work within the terms of the warranty; every situation is evaluated on a case by case basis; in order for VW to evaluate customer's request the vehicle will need to be at a VW Dealer. Customer states: he will take the vehicle to Dealer 422525 today. CO advised: RCM will evaluate customer's request; RCM will follow-up with customer by COB tomorrow 07-02-09. CO to assign case to RCM.</p>						
GHIDROA	07/01/2009 01:18:01 PM	Assigned To CCC				
<p>Customer's vehicle will arrive to Dealer 422525 today with a stalling issue; customer states that the vehicle stops at a random rate. Please evaluate customer's request that has been documented in the previous note; please follow-up with customer by COB tomorrow 07-02-09 on cell phone number. RCM to contact Dealer.</p>						
ZEHELD	07/01/2009 01:31:56 PM	Assigned To CONLINR				

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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	07/01/2009 01:35:27 PM	E-Mail To Scott Kealy		422525		

***** Email to skealy@miramarvwaudi.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: 2009 GTI

VIN: WVWHD91K59W [REDACTED]

Reason for Inquiry: Customer states his vehicle will shift into neutral while Customer is driving, and will stop. Customer is seeking to be refunded his money for Vehicle

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

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

Thank you in advance for your help.

Ryan Conlin
(248) 754-3428

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

RCM to wait Dealer email

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/02/2009 05:29:08 PM	Call To John		422525		
<p>(SM unavailable) RCM advised seeking diagnosis. SA states technician is on lunch, intially Dealer found Vehicle to be operating to specifications, however Dealer may have found what is causing concerns; SA will call back once Technician gets back from lunch. RCM to wait Dealer call</p>						
DUBROCN	07/02/2009 07:01:23 PM	Call To [REDACTED]				
<p>CA advised that we are still researching concerns and will follow up with Customer by the COB on 7/6. Customer states he spoke with the Dealer today which stated they are changing the harness on the vehicle and it will be ready to be picked up on Wednesday. CA advised we will continue to evaluate his request and then follow up with him on 7/6. RCM to wait Dealer call.</p>						
CONLINR	07/06/2009 12:11:04 PM	Call To John		422525		
<p>(SM unavailable) RCM advised seeking diagnosis. SA states: transmission speed sensor needed to be replaced; part was placed on order, will arrive tomorrow, at which time Vehicle will be repaired; total days down is 5 including weekend. RCM to email FOM</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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CONLINR 07/06/2009 12:16:47 PM E-Mail To Skip Redman

Info ONLY: Customer Service Issue @ Dealer 422525

[NO ACTION IS REQUIRED - This is for your information only]

Customer Name: [REDACTED]

VIN: WVWHD91K59W [REDACTED]

Model/Model Year: 2009 GTI

In-service Date: 12-17-08

Mileage: 4,900

What is the concern: transmission speed sensor has failed which was causing the Vehicle to stop intermittently, Vehicle will be repaired 7-7-09, total days down will be 5

What is the customer seeking: to get out of Vehicle

Next steps/CARE action: I will be calling to Customer to advise we will work within the terms of the warranty

Thank you for your help.
 Ryan Conlin
 RCM to call Customer

GHIDROA 07/06/2009 12:58:56 PM Return Call From [REDACTED] - son

Customer seeking to know whether there is an update. CA advised: RCM is still in the process of researching the request and will follow-up with customer by COB today. RCM to evaluate.

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

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

<u>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	07/06/2009 01:46:17 PM	Call To	██████████			
		RCM advised: transmission speed sensor is being replaced; part should arrive tomorrow at which time the Vehicle will be repaired; VW will continue to work within the terms of the warranty to repair Vehicle for manufacturer shortcomings. Customer states seeking to know what will happen if concerns continue. RCM advised if concerns develop again, VW can reevaluate Customer request. RCM to assign to Team 5				
CONLINR	07/06/2009 01:47:37 PM	Assigned To Fox				
		Team 5 to issue BBB letter				
BICKMAD	07/07/2009 05:50:02 AM	Assigned To HERRINB				
HERRINB	07/07/2009 05:52:26 PM	Note To CCC				
		Letter generated and sent. CA to reassign.				
HERRINB	07/07/2009 05:53:57 PM	Assigned To CONLINR				
		RCM to review and close.				
CONLINR	07/07/2009 06:07:30 PM	Note To CCC				
		RCM reviewed. No further action				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2009 New GTI 2.0T [REDACTED]	090168156	Customer Relations	WVWFD71K99W [REDACTED]	1,200		Complaint 422235 Pr. Part: 3490-Speed sensor Pr. Rsn: C16 Cruise control system controls hard to operate
MANNAE	07/07/2009 05:30:50 PM	Call From [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer states seeking his vehicle to be repaired, purchased vehicle 6-5-09 and has been at dealership since 6-23-09, when in cruise control and trying to downshift vehicle will go into neutral, seeking vehicle be repaired, dealership has been phenomenal, working with Robert Frank, dealership has ordered speed sensor that is not available in US. CO advised can escalate to RCM to research customer concerns and to utilize all resources to try to get part to dealership ASAP to get vehicle repaired, advised RCM will follow up with customer by COB tomorrow. Customer states may be reached anytime on cell phone. CO to reassign to RCM.					
MANNAE	07/07/2009 05:34:33 PM	Assigned To RCM-Western				Praise 422235 Rsn: 85J Treatment by Personnel
	Customer seeking vehicle be repaired, purchased 6-5-09, been at dealership since 6-23-09, speed sensor on back order not available in US; dealership has been phenomenal; can be reached anytime on cell phone. RCM to e-mail dealer.					
ZEHELD	07/07/2009 05:36:54 PM	Assigned To CONLINR				Complaint 422235 Part: 3490-Speed sensor Rsn: 04Q Order Fill Time
CONLINR	07/07/2009 06:14:30 PM	Voice Mail To Joe Baker		422235		
	RCM advised seeking diagnosis. RCM to wait Dealer call					
CONLINR	07/08/2009 02:52:04 PM	Call To Joe Baker		422235		
	RCM advised SM of Customer concerns. SM states will be researching with SA Robert to obtain an ETA for Customer; SM will be calling Customer directly to have this taken care of. RCM to call Customer					
CONLINR	07/08/2009 04:52:18 PM	Voice Mail To [REDACTED]				
	RCM advised: have reviewed concerns with Dealer; Dealer has advised they would like to research part ETA; Dealer will be contacting Customer with updates; if Customer has any further concerns he may call CCC; provided CCC number; provided Dealer number for parts updates. No further action					
ABDULAM	07/08/2009 04:57:43 PM	Call From [REDACTED]				
	Customer seeking to speak with RCM. CA to call RCM.					

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