

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	07/08/2009 04:58:10 PM	Call To Ryan				CA attempted to reach RCM. CA to return to Customer.
ABDULAM	07/08/2009 04:58:21 PM	Return To [REDACTED]				CA advised that RCM is assisting other Customer and offered to assist Customer. Customer states he only wants to speak with the RCM and he can be reached at his office line at 602-639-7630 and he will be there until 5 P.M. PST. CA advised RCM will call Customer within 24 business hours. Wait RCM call.
CONLINR	07/08/2009 05:10:44 PM	Voice Mail To [REDACTED]				RCM advised following up with Customer; provided CCC number. RCM to wait Customer call
ALEXANLA	07/08/2009 06:09:00 PM	Return Call From [REDACTED]				Customer states returning call from RCM. CA to transfer Customer to RCM.
ALEXANLA	07/08/2009 06:09:50 PM	Transfer To Ryan				CA transferred Customer to RCM. RCM to continue with Customer.
CONLINR	07/08/2009 06:20:02 PM	Call From [REDACTED]				Customer states: Dealer has been wonderful; Vehicle has been down for 2 weeks already, and may be down for longer as Dealer has advised they have no ETA; Customer is in a rental Vehicle currently but is wondering what will happen when Vehicle hits 30 days down, will VW compensate Customer. RCM advised: VW could evaluate possible compensation at that time; RCM would like to contact Dealer as RCM was unaware that no ETA was available; will call Customer by COB 7-9-09. RCM to call Dealer
CONLINR	07/08/2009 06:26:36 PM	Call To Mark		422235		(SM unavailable) RCM advised seeking order date and ETA. SA states: part was ordered 6-23-09; no ETA available. RCM to call FOM
CONLINR	07/08/2009 06:29:36 PM	Voice Mail To Jim Young				RCM advised seeking to discuss possible solutions with FOM. RCM to wait FOM call

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

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CONLINR	07/08/2009 07:53:20 PM	Call From Jim Young				FOM states will look into part ETA; will call RCM tomorrow. RCM to wait FOM call
CONLINR	07/09/2009 07:16:34 PM	Call To Jim Young				RCM advised seeking update. FOM states: requested Dealer to research whether part can be taken off of one of their fleet Vehicles; part will arrive in 7-10 business days; RCM can offer 1 month Vehicle payment. RCM to call Customer
CONLINR	07/09/2009 07:34:47 PM	Call To [REDACTED]				RCM advised: part i expected within 7-10 business days; VW will offer 1 Vehicle payment; seeking Customer to send in payment statement. Customer states: Has not obtained any paperwork from VCI yet to send to CCC; account number is 860266925 and payment is \$652.55. RCM advised: payment takes about 1 month to process; Customer should make payments as usual; if RCM is unable to process payment with documentation, RCM will call Customer back. RCM to review with Level 2
CONLINR	07/10/2009 01:41:09 PM	Face-To-Face With Greg Peters				Level 2 advised Customer must submit his VCI bill, or potentially a copy of his purchase agreement. RCM to call Customer
CONLINR	07/10/2009 01:43:58 PM	Voice Mail To [REDACTED]				RCM advised seeking to discuss Customer concerns; provided CCC number. RCM to wait Dealer call
NESTORD	07/10/2009 01:48:58 PM	Return Call From [REDACTED]				Customer states: seeking to speak to RCM. CA advised: would transfer to RCM if available; if RCM is unavailable Customer will be transfer to voicemail. CA to call RCM.
NESTORD	07/10/2009 01:50:19 PM	Transfer To RCM				CA transferred Customer to RCM voicemail. RCM to call Customer.
CONLINR	07/10/2009 02:13:09 PM	Voice Mail From [REDACTED]				Customer states seeking call back at [REDACTED] RCM to call Customer

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CONLINR	07/10/2009 02:16:31 PM	Call To [REDACTED]				RCM advised: in order to process a Vehicle payment RCM would need documentation from VW with account number and momnthly payment. Customer states can obtain sales agreement; will fax documents next week. RCM provided CCC fax number and reference number. Pending Customer fax, No further action
CLAYTOY	07/16/2009 02:46:15 PM	Return Call From [REDACTED]				Customer states he is going fax paper work tomorrow 7-17-09. RCM to review and close.
CONLINR	07/16/2009 02:55:19 PM	Note To CCC				RCM reviewed. Pending Customer fax. No further action
CAMILOM	07/20/2009 09:17:33 AM	FAX From [REDACTED]				Fax in doc center.
MANNAE	07/20/2009 10:18:22 AM	Return Call From [REDACTED]				Customer seeking to speak with RCM. CA advised if RCM is not available and will transfer to VM. CA to contact RCM.
MANNAE	07/20/2009 10:19:14 AM	Transfer To Ryan				RCM to review voicemail.
CONLINR	07/20/2009 12:22:53 PM	Voice Mail From [REDACTED]				Customer states seeking to know if fax has arrived seeking to be called at [REDACTED] RCM to call Customer
CONLINR	07/20/2009 01:17:21 PM	Call To [REDACTED]				RCM advised: Fax was received; advised Vehicle payment will take roughly 1 month to process, so Customer should make payments as usual during this time. RCM to generate check request

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CONLINR	07/20/2009 01:22:14 PM	Note To CCC				
	RCM generated the following check request: WVWFD71K99W[REDACTED]; 860266925; [REDACTED]; VW to EFT funds to assist with 1 month Vehicle payment as goodwill. total = \$652.55					
	wait for check					
CR_BATCH	07/25/2009 04:00:46 AM	Note To CONLINR				
	Amount for \$ 652.55 was Posted on 07/24/2009. AP reference number: 40039216					

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2009 New GTI 2.0T						
	090169230	Customer Relations	WVWHV71K69W	1,500		
ALEXANLA	07/08/2009 07:13:29 PM	Call From				Complaint 425428 Pr. Part: 3726-Transmission speed sensor Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
Customer states calling because he just purchased vehicle and it is at dealer; states went to Dealer 425428 last Thursday for a concern with the vehicle shifting into neutral while driving; states dealer advised that concern is with a sensor in the transmission; states dealer cannot get the part due to back order; states has been driving his girlfriend's vehicle; states is working with Mark Erisman in service; states just wants his vehicle repaired and back to him. CO seeking to know if vehicle is drivable. Customer states no. CO advised Customer of the rental provisions under the NVLW; advised case will be assigned to RCM to further research concerns and parts status and possible alternate transportation; 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 7/9. Customer acknowledged. CO to assign case to RCM.						Complaint 425428 Part: 3726-Transmission speed sensor Rsn: 97J Part Delays (No Error in Dealer Ordering)
ALEXANLA	07/08/2009 07:19:59 PM	Assigned To RCM				Inquiry 425428 Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 95J Length of time for repairs
Customer seeking to get vehicle repaired. Please follow up with dealer on the part status and also on transportation for Customer as Customer vehicle has been down and not drivable since last Thursday; call RCM to research.						
ISTIFOV	07/09/2009 08:33:57 AM	Assigned To BALDWIA				
Assigned.						

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MULLINT	07/09/2009 09:37:31 AM	E-Mail To Jerry Skinner		425428		

***** Email to jerry.skinner@cablemotors.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: WVWHV71K69W [REDACTED]

Reason for Inquiry: (I am following up on this case as Aaron is out of the office until tomorrow.) Customer is seeking an update on the vehicle and when it will be repaired. The customer states that they have been without the vehicle since Thursday and are seeking a rental vehicle. The customer states that there is a transmission sensor that needs to be replaced. Can you please let me know of any information you have regarding the customers vehicle. Thank you!

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

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

Thank you in advance for your help.

Tronda Mullins
(248) 754-3364

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RCM to wait dealer email.

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MULLINT	07/09/2009 03:15:30 PM	E-Mail From Jerry		425428		
The part is expected on 7-14.						
We don't offer loner cars to customer that purchased a VW from another dealer but if you would like to arrange a rental for them I have no problem with that.						
Thanks						
Jerry Skinner Service Manager Cable Motors 405-787-0433						
RCM to call customer.						
ALEXANLA	07/09/2009 06:19:37 PM	Voice Mail To [REDACTED]				
CO LVMM advising Customer that case is still being researched and RCM will follow up by COB tomorrow 7/10; advised can call CCC back if needed. RCM to research.						
BALDWIA	07/10/2009 04:17:54 PM	Voice Mail To Jerry Skinner		425428		
RCM advised seeking to follow up about customer concern. RCM will ask if concern is being covered by warranty and to ask if DLR can arrange for rental under warranty for customer. Wait dealer call.						
ISTIFOV	07/10/2009 04:49:43 PM	Call To [REDACTED]				
RCM advised that RCM is in contact with dealer 425428 regarding vehicle concerns and will have an update for customer by COB Monday 7/13/09. RCM inquired if customer was in a rental vehicle. Customer states he is not in a rental vehicle at this time and feels dealer 425428 did not provide one for him because he did not purchase the vehicle from them. Customer states he is not in dire need of a rental vehicle although it would help him. RCM advised will discuss rental vehicle options with the Service Manager as well. Customer acknowledged. Wait dealer call.						
BALDWIA	07/13/2009 02:54:56 PM	Voice Mail To Jerry Skinner		425428		
RCM advised calling regarding concern; seeking to verify if the part is covered by the warranty, why a rental was not provided to customer and if the part is still expected tomorrow. RCM to wait dealer call.						

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BALDWIA	07/13/2009 05:08:26 PM	Call To [REDACTED]				RCM advised still waiting on update from Service Manager; Service Manager did provide a message that the part was expected tomorrow; RCM will follow up with the dealer tomorrow to see if the part arrived. Customer asked if he could get a rental. RCM advised we provide rental assistance if a vehicle is down and covered by warranty; RCM is trying to discuss rental with Service Manager further also; customer can rent a vehicle on his own and we do provide up to \$25 per day assistance and RCM can look into reimbursement once RCM has confirmed warranty repair; RCM will call customer with update tomorrow. RCM to call dealer.
BALDWIA	07/14/2009 10:34:55 AM	Voice Mail From Jerry Skinner		425428		Service Manager advised they received the part yesterday and installed it yesterday; they were working on a rattle in the vehicle and expect the vehicle to be ready today. RCM to call customer.
BALDWIA	07/14/2009 11:42:44 AM	Call To [REDACTED]				RCM advised received a message from Service Manager advising that they received the part yesterday and installed it; Dealer was working on a rattling concern and Service Manager expected to have the vehicle ready for customer today. Customer states dealer had called him an hour ago to advise this and he is glad to hear it. RCM advised RCM would like to give customer \$100 as Goodwill gesture for customer to take himself and his girlfriend out to a nice dinner due to having concern so early on in ownership experience. Customer states that he appreciates the gesture. RCM advised would get the check mailed out to customer as soon as possible; can take 4-6 weeks to receive. RCM to generate check request.
BALDWIA	07/14/2009 12:26:23 PM	Note To CCC				VVWHV71K69W [REDACTED], VW to send Customer \$100 to go to a nice dinner as Goodwill gesture due to vehicle being down so early in ownership experience, Total=\$100. Wait for check.
CR_BATCH	07/23/2009 04:00:27 AM	Note To BALDWIA				Check # 70927442 for amount \$ 100.00 mailed on 07/22/2009

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2007 Jetta A5 2.0L GLI						
	070055748	Customer Relations	3VWWJ71K77M	460		Unknown 403207
CLAYTOY	02/09/2007 08:11:05 AM	Call From				Pr. Part: 3730-Transmission ECM
Customer states the following: original owner, mileage 150. Customer states he owned his vehicle 3 days and it is at dealer 403207 since 2-1-07. Customer states the transmission was making an unusual clunking noise. Customer states he is seeking VW to follow up to see when the vehicle would be repaired. Customer states some technician from VW has been out to view the vehicle. CA advised the customer the CA would follow on the customer's vehicle and make sure all resources are utilized to repair the vehicle and get the customer's vehicle working to manufacture specifications. CA advised the customer the CA would call the customer on 2-12-07 to advise the status of the case. CA advised the customer if there are any other questions or concerns to contact VW CCC. CA to e-mail dealer 403207.						Pr. Rsn: 10T Unusual transmission noises
						Unknown
						Rsn: 71B Other Cust. Sat. Service
						Unknown
						Rsn: 14R Payoff
						Unknown
						Rsn: 34R Supplementary 800# Provided
						Unknown 403207
						Part: 3730-Transmission ECM
						Rsn: 41D Complaint - Length of time for repairs

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CLAYTOY	02/09/2007 08:46:39 AM	E-Mail To Tony Blaine		403207		

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

Customer Name:

[REDACTED]

Model Year/Model:

2007 Jetta

VIN:

3VWWJ71K77M [REDACTED]

What customer is seeking?

Customer is seeking VW to follow up on the repair of the vehicle. CA is seeking to know the diagnosis of the customer's vehicle. Customer states is vehicle has been down since 2-1-07. Customer states the field representative has been involved.

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.

Yulonda Clayton
VW Customer Care Center Advocate
248-754-3609

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CA to wait for dealer 403207 to e-mail.

CLAYTOY	02/09/2007 12:35:33 PM	E-Mail From Tony Blaine	403207
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QTM is currently working with shop foreman to determine cause of intermittent driveline noise and vibration. No ETA at this juncture.

Regards,

Tony Blaine

CA to call dealer 403207.

CLAYTOY	02/12/2007 10:48:08 AM	Call To Tony Blaine	403207
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Dealer advised of the following: Mileage is 460; Repair cause internal part failure with the transmission; Repairs needed are transmission (3730); No-Repeat/related repairs; Field/Tech Line involved Doug Senay; Vehicle has been down 12; Alternate transportation has been provided; Vehicle not schedule for maintenance at this age; vehicle repair is under warranty; Current location of the vehicle is dealer 403207; No previous goodwill; Field representative as agreed to pay the first month vehicle payment. Service Manager advised the part should arrive 2-13-07 because the part was red ordered but the is suppose to be ice and snow storm tonight and tomorrow so dealer 403207 might not get the part until the next day. Service Manager advised the customer as been informed VW covering one vehicle payment. Service Manager advised dealer 403207 had to put 50 or 60 miles on the vehicle because concern with the vehicle is so intermittent you have to drive the vehicle for some miles in order to diagnose the concern with the vehicle. CA to call the customer.

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CLAYTOY	02/12/2007 10:58:21 AM	Call To [REDACTED]				CA advised the customer the transmission should arrive on 2-13-07 if the weather permits. CA advised the customer dealer 403207 advised there is suppose to be a ice and snow storm tonight and tomorrow up to 10 inches of snow. Customer states after this experience he would not purchase another VW. Customer states he is seeking compensation. CA advised the customer dealer 403207 Service Manager advised the customer was offered 1 vehicle payment. Customer states he is seeking additional compensation. Customer states he wants dealer services and the customer wants to be compensated for the mileage that had to be put on the vehicle to diagnose the vehicle. Customer states the vehicle is a lease. CA advised the customer the CA would call the customer 2-13-07 regarding the status of the vehicle repair. CA advised the customer the CA probably would not have an answer regarding the customer request for additional compensation tomorrow. CA to call dealer 403207.
CLAYTOY	02/13/2007 01:21:10 PM	Voice Mail To Tony Blaine		403207		CA inquired to speak with the service manager. CA was advised the Service Manager is unavailable. CA was transferred to the service manager voice mail. CA LMTRMC. CA advised the CA is seeking to know if the transmission has arrived or if the ice and snow storm cause the part to be late. CA advised the customer's name, last 8 if the VIN and the CA direct phone number. CA to research.
CLAYTOY	02/13/2007 01:29:45 PM	Call To Mike Stagge		403207		Parts manager advised a transmission has not arrived today. Parts manager advised the greater Cincinnati area is experiencing bad weather. CA to call the customer.
CLAYTOY	02/13/2007 01:36:34 PM	Call To [REDACTED]				CA advised the customer the part has not arrived at dealer 403207 today. CA advised the customer when VW looks into offering additional compensation to the compensation that VW has all ready offered VW takes into consideration the total time the vehicle is down to determine if additional compensation would be provided. CA advised the customer the CA would call dealer 403207 and the customer on 2-14-07. CA to call dealer 403207.
CLAYTOY	02/15/2007 11:32:44 AM					CA was out of the office on 2-14-07. CA to call dealer 403207 and CA to call the customer.
CLAYTOY	02/15/2007 11:49:37 AM	Call To Mark Stagge		403207		Parts manager advised the part just arrived today around 10AM. CA to call the customer.

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CLAYTOY	02/15/2007 11:59:49 AM	Call To [REDACTED]				
<p>CA advised the customer dealer 403207 has received the part around an hour ago. CA advised the customer as previously advised VW likes to take in consideration the total days down prior to determine if any additional compensation would be offered. Customer states what about the amount of miles that were put on the vehicle. Customer states he leasing the vehicle and it took 2 or 3 times for dealer 403207 to driving the vehicle around to determine what was wrong with the vehicle. CA advised the customer VW CCC per the owner's manual does not compensate for miles place on the vehicle however VW would further research if any further compensation would be offered other than the vehicle payment that was offered to the customer. Customer states what about replacing the vehicle. CA advised the customer it is unlikely VW would meet his expectation however if the customer would like the CA to research the customer to get out of the vehicle instead of additional compensation the CA would be happy to research the request. Customer declined for the CA to research the customer to get out of the vehicle. CA advised the customer VW main objective is to work with in the terms of the warranty and to get the vehicle working to manufacture specifications. CA advised the customer the CA would call the customer on 2-16-07 regarding the status of the repair. CA to call dealer 403207.</p>						
CLAYTOY	02/16/2007 04:08:44 PM	Voice Mail To Tony Blaine		403207		
<p>CA inquired to speak with the Service Manager. Company operator advised the Service Manager is test driving a vehicle. CA was transferred to the Service Manager voice mail. CA LMTRMC regarding the status of the repair of the vehicle. CA advised the customer's name, last 8 of the VIN and the CA direct phone number. CA to wait for dealer 403207 to call and CA to call the customer.</p>						
CLAYTOY	02/16/2007 04:13:44 PM	Voice Mail To [REDACTED]				
<p>CA LVMM at his alternate home phone number advising the CA just called dealer 403207 a few minutes ago and dealer 403207 Service Manager was unavailable but the CA did leave a voice mail for the Service Manager to call the CA regarding the status of the repair of the customer's vehicle. CA to call the customer.</p>						
CLAYTOY	02/16/2007 04:17:08 PM	Call To [REDACTED]				
<p>CA advised the customer the CA called the Service Manager a few minutes ago however he was unavailable. CA advised the customer the CA left a voice mail advising the CA is seeking the status of the repair. CA advised the customer the CA would call the customer on 2-19-07 regarding the status of the case. CA to wait for dealer 403207 to call.</p>						
CLAYTOY	02/19/2007 12:41:08 PM	Voice Mail From Tony Blaine		403207		
<p>Service Manager advised the transmission has been replaced however dealer 403207 would keep the vehicle and road test the vehicle until 1-19-07 evening then dealer 403207 would release the vehicle to the customer. Service Manager advised if the CA is seeking to call him his phone number is [REDACTED] CA to call dealer 403207.</p>						

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CLAYTOY	02/19/2007 01:55:44 PM	Call To Tony Blaine		403207		Service Manager advised he just came back from test driving the vehicle for an extensive time. Service Manager advised he is going to release the vehicle to the customer. Service Manager advised he is going to call the customer to advise the customer to come pick up the vehicle. CA to research.
CLAYTOY	02/19/2007 01:58:52 PM	Face-To-Face With Don Brecht				CA advised to call level 2. CA to call level 2.
KOONTZJ	02/19/2007 02:08:11 PM	Call From Yulonda Clayton				RC informed the associate that in addition to the dealer payment that the dealer offered we can offer the customer \$250 in dealer services as a goodwill gesture (if this is not acceptable to the customer then obtain what specifically is the customer looking for).
CLAYTOY	02/19/2007 02:19:34 PM	Call To [REDACTED]				CA advised the customer the vehicle is repaired and ready for the customer to pick up the vehicle. CA advised the customer VW is willing to offer in addition to the vehicle payment offered by dealer 403207 \$250 in dealer services. Customer states he accept the offer. CA advised the customer VW CCC would send a letter in the mail advising of the \$250 dealer services. Customer states he is seeking to know when the check would arrive. CA advised the customer dealer 403207 is addressing the vehicle payment however if the customer would hold the CA would call dealer 403207. CA to call dealer 403207.
CLAYTOY	02/19/2007 02:20:19 PM	Voice Mail To Tony Blaine		403207		CA LVMM advising the customer is seeking to know when would his check be sent to the customer for his vehicle payment. CA advised the customer's name, last 8 of the VIN and the CA direct phone number. CA to return to the customer.
CLAYTOY	02/19/2007 02:21:46 PM	Return To [REDACTED]				CA advised the customer the CA has left a voice mail message advising the Service Manager the customer is seeking to know when the vehicle payment would be sent to the customer. Customer states he is not referring to the vehicle payment by dealer 403207 he is referring to the vehicle pay off amount. CA advised the customer would need to address this with VW Credit. Customer states what is VW Credit phone number. CA advised VW Credit phone number. CA advised the customer if there are any other questions or concerns to contact VW CCC. CA to call dealer 403207.
CLAYTOY	02/19/2007 02:32:11 PM	Voice Mail To Tony Blaine		403207		CA LVMM advising the Service Manager to disregard the previous message left for the service manager. CA to call the customer for a follow up call to verify the vehicle is working fine. CA to call the customer 2-20-07.

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>
CLAYTOY	02/20/2007 07:47:53 AM					CA to do a follow up call on 2-20-07 and CA to forward case to correspondence department. CA to forward case to Correspondence department.
CLAYTOY	02/20/2007 07:49:24 AM					Please send the customer a letter advising VW would cover \$250 dealer services. Correspondence department to send letter to the customer and the original CA to follow up call with the customer to verify the vehicle is working fine.
CLAYTOY	02/20/2007 11:07:06 AM	Call To [REDACTED]				CA advised the customer the CA is seeking to verify the vehicle is working fine. Customer states she never received a call from dealer 403207. CA advised the CA did speak with dealer 403207 and the CA is not sure if dealer 403207 was relying on the CA to inform the customer the vehicle is ready for pick up. Customer states he would call dealer 403207 to verify if he could pick up the vehicle. CA advised the customer the CA would call the customer tomorrow to verify the vehicle is working fine. Customer states no call the customer later on today 2-20-07. CA advised the customer the CA would call the customer later on today. CA advised the customer if there are any other questions or concerns to contact VW CCC. CA to call the customer.
CLAYTOY	02/20/2007 04:01:42 PM	Voice Mail To [REDACTED]				CA LVMM advising the CA was doing a follow up call verify if the vehicle is working fine. CA advised the customer the CA would call the customer on 1-22-07 to follow up on the customer. CA to call the customer.
MCKEOUB	02/20/2007 05:38:42 PM	Assigned To WEBMATB				
CLAYTOY	02/21/2007 02:02:35 PM	Call To [REDACTED]				CA advised the customer the CA is calling to verify the vehicle is working fine. Customer states yes the vehicle is working fine. Customer states he is seeking to know when would he receive his letter for dealer services. CA advised he should receive the letter for dealer services with in 5 to 10 business days. CA advised the customer if there are any other questions or concerns to contact VW CCC. Correspondence department to send mail to the customer and please close case.
WEBMATB	02/22/2007 08:32:34 AM					Generate letter. See documentation center. No further action.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	02/27/2007 11:08:53 AM	Call From [REDACTED]				Customer states he would like to speak to previous CA. CA advised previous CA may be assisting another Customer and CA would be happy to assist Customer. CA advised for Customer to hold while CA reviewed the file. Customer agreed. Customer disconnected call while on hold. CA to call Customer.
BALDWIA	02/27/2007 11:10:35 AM	Call To [REDACTED]				Customer asked for CA to call Customer back at [REDACTED]. CA to call Customer at phone number Customer requested.
BALDWIA	02/27/2007 11:16:25 AM	Call To [REDACTED]				Customer states the vehicle is back at Dealer 403207 for the same concern. Customer states he wants a new car, he just paid \$275 for the tint on his windows, and he wants compensation for the time and frustration that he is going through. CA advised we can look into Customer request however our goal is to have the vehicle operating to specifications under the terms of the warranty. CA advised we may not meet customer's expectations. Customer states he would like for CA to forward his file back to previous CA to have her call Customer. Previous CA to call Customer.
BALDWIA	02/27/2007 11:21:17 AM	Assigned To CLAYTOY				
WILLIACU	02/27/2007 02:24:04 PM	Call From [REDACTED]				Customer states seeking to get out of vehicle due to transmission concerns happening again. Customer states vehicle is currently at Dealer 403207. CA advised Customer that Dealer 403207 would be contacted for diagnosis and Customer would be contacted once update is available. CA to call Dealer 403207.
WILLIACU	02/27/2007 03:31:36 PM	Call To Tony		403207		Service Manager states vehicle has not been diagnosed yet and will probably look at it in the morning. CA to follow up with Dealer 403207.

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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>
POWELLS	02/28/2007 09:09:14 AM	Call From [REDACTED]				
Customer states that he would like to speak with original CA. CA advised Customer that CA spoke with the Service Manager late yesterday afternoon and was advised that they will be diagnosing the vehicle this morning. CA advised Customer that CA would contact Dealer 403204 this afternoon to get the necessary information to look into request. Customer states that he wants a new vehicle. Customer states that he has only owned the vehicle one month and Dealer 403207 has had it for 3 weeks. Customer states that he would also like compensation for his frustration. CA advised Customer that once the information is gathered from Dealer 403207 CA would look into all of his requests. CA advised Customer that CA would contact him tomorrow 3/1 with any available information. CA to call dealer.						
CLAYTOY	02/28/2007 12:54:08 PM	Voice Mail To Tony Blaine		403207		
CA inquired to speak with the Service Manager. Company operator advised the Service Manager is not available at this time. CA was transferred to the Service Manager voice mail. CA LMTRMC. CA advised the CA is seeking to obtain the vehicle diagnosis. CA advised the customer's name, last 8 of the VIN, and the CA direct phone number. CA to call the customer.						
CLAYTOY	02/28/2007 12:55:25 PM	Call To [REDACTED]				
CA advised the customer the CA has contacted dealer 403207 a few minutes prior to calling the customer trying to obtain the vehicle diagnosis. CA advised the customer the CA would call the customer by 3-1-07 regarding the status of the case. Customer states she he is seeking to get out of the vehicle. Customer states she did not receive his letter advising he would receive \$250 in dealer services. CA advised the customer last week the letter was generated and the customer should be receiving the letter shortly. CA advised the customer mail that is sent from VW is bulk mail. CA advised the customer if the customer does not receive the letter in 3 or 4 more business days to call VW CCC back and VW CCC would research the concern further. Customer states she is seeking to get out of the vehicle and he is seeking additional compensation for having to bring the vehicle back to dealer 403207 for the same concern with the transmission making clunking noise. CA advised the customer if there are any other questions or concerns to contact VW CCC. CA to wait for dealer 403207 to call.						
CLAYTOY	03/01/2007 12:36:56 PM	Voice Mail To Tony Blaine		403207		
CA inquired if the service manager could be paged. CA was advised the Service Manager is at lunch. CA was transferred to the Service Manager voice mail. CA advised the customer's name, last 8 of the VIN and the CA direct phone number. CA to call the customer.						
CLAYTOY	03/01/2007 12:39:54 PM	Call From [REDACTED]				
CA advised the customer the CA is still researching the customer's case. CA advised the customer the CA left another message for the Service Manager to call the CA regarding the vehicle diagnosis. CA advised the customer the CA would call the customer on 3-2-07 regarding the status of the case. CA to wait for dealer 403207 to call.						

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

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CLAYTOY	03/01/2007 01:44:33 PM	Voice Mail To Tony Blaine		403207		Service Manager advised VW is buying back the vehicle from the customer. CA was advised to call dealer 403207. CA to call dealer 403207.
CLAYTOY	03/01/2007 03:37:26 PM	Call To Tony Blaine		403207		The time of the notes do not reflect the time of the call. Service Manager advised the field representative Arne Wadenstierna advised we would take back the customer's vehicle. Service Manager advised the customer would have no out of pocket expense. Service Manager advised the customer first vehicle payment would paid by VW per the field representative. Service Manager advised the customer has been make aware VW is taking back the vehicle. Service Manager advised the paper for the new vehicle should be done in a week when it normal takes 3 or 4 weeks. Service Manager advised they even have the replacement vehicle at the dealer 403207 waiting for all the paper work to be complete. CA to research.
CLAYTOY	03/01/2007 03:46:50 PM	Face-To-Face With Don Brecht		403207		CA was advised to call level 2. CA to call level 2.
NOFALM	03/01/2007 03:49:36 PM	Call From Yolanda				RC advises there is a Med/Arb case open. Please close case.
CLAYTOY	03/01/2007 03:52:55 PM	Voice Mail To [REDACTED]				CA advised the customer the CA would no longer handle the account anymore our legal department (Med/Arb) would address the customer case. No further action.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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2007 Jetta GLI Fahrenheit						
	070191403	Mediation/Arbitration	3VWWJ71K77M	100		Unknown 402406
NELSONJ	06/12/2007 11:21:43 AM Call From Sarah Beckman					Pr. Part: 3511-Mechatronic
	FOM advised that she is going to call customer and offer SOC because his vehicle has been down for 30 days and is going to be the 2nd week of July before he gets his vehicle repaired due to a part order. FOM will send in paperwork this week.					Pr. Rsn: T08 Manual - Gearshift hard to operate
NELSONJ	06/15/2007 11:07:08 AM Call From Sarah Beckman					Unknown
	FOM advised that Burnsville VW has a replacement vehicle we can have, contact Andy @952-221-2508. She is sending replacement form with paperwork today. I advised to her that when I receive it I will call the customer and start SOC process. VCI lease #845864378.					Rsn: 82E Parts Delay
NELSONJ	06/15/2007 11:14:46 AM Call To					Unknown 402406
	Advised I will email him replacement offer today.					Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
NELSONJ	06/15/2007 12:52:02 PM E-Mail To					Rsn: 43Q
	Enclosed is our offer to replace your GTI. Please call me with any questions you may have.					Repurchase/Replacement(M Only)
	Regards,					
	Jeff Nelson					
NELSONJ	06/15/2007 01:45:33 PM E-Mail To Sarah Beckman					
	Emailed letter to FOM.					
NELSONJ	06/15/2007 04:57:25 PM Attached Mail From Sarah Beckman					
	Rec'd replacement request form from FOM seeking replacement for customer who's vehicle has been down approaching 30 days for a medtronic control unit on order.					

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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>
NELSONJ	06/19/2007 11:47:51 AM	Call To [REDACTED]				Called owner to verify that he faxed in signed acceptance. Owner stated that he faxed them in on Friday. I asked him to fax or email them back into me asap to get the paperwork started for his new vehicle.
NELSONJ	06/19/2007 11:56:13 AM	Voice Mail To Andy		402415		LVMM, to get VIN or replacement vehicle.
NELSONJ	06/19/2007 01:11:30 PM	Voice Mail To Lance Snow		402415		LVMM regarding VIN of replacement vehicle.
NELSONJ	06/19/2007 02:33:46 PM	Voice Mail From Lance		402415		LVMM, advised VIN 3VWWJ71K37M [REDACTED]

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NELSONJ	06/19/2007 02:51:21 PM	E-Mail To Dist, Accounting, ajax				

Case # 70191403

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

CURRENT CUSTOMER & VEHICLE INFORMATION:

[REDACTED]
[REDACTED]
Princeton, MN [REDACTED]

2007 Volkswagen GLI
3VWWJ71K77M [REDACTED]

REPLACEMENT VEHICLE:

2007 VW GLI
3VWWJ71K37M [REDACTED]

ACCOUNTING:

Please create New Invoice and MCO showing:

Volkswagen Credit Leasing, Ltd. 1401 Franklin Blvd, Libertyville, IL 60048 shows as owner

DISTRIBUTION:

Please bill 3VWWJ71K37M [REDACTED] to 491/991 and please credit DLR 402415 In comments field put " Customer Replacement

Thanks,

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Jeff Nelson						
NELSONJ	06/19/2007 03:05:09 PM	E-Mail From Dawn Falconer				
complete						
Dawn Falconer						
NELSONJ	06/19/2007 03:15:15 PM					
VSA #18911L1 has been created. A confirmation email has been sent to you for your records and verification. If you have questions or need to make changes, please call us at (480)785-7277.						
NELSONJ	06/20/2007 09:20:51 AM					
TO: Jeff Nelson						
We hope this e-mail finds you well. Your authorization to proceed with this move has been received. The carrier name has been provided below for your convenience. To review this transportation request kindly click on the VSA link provided or see the attached document.						
Reliable Carriers						
VSA 18911L1 MN to MN						
Thank you & Regards, Auto-Logistics Customer Service Team						
NELSONJ	06/21/2007 01:11:34 PM	Attached Mail From kim kong				
Rec'd MCO and new invoice for replacement.						
SINKAM	06/25/2007 03:02:32 PM	Call To Sarah				
Stated veh has arrived at dlr. Request potential dates. FOM advised she is available 28th in the evening or 29th afternoon.						
NELSONJ	06/25/2007 03:16:10 PM	Assigned To SINKAM				
Replacement due to transmission part order issues, VCI lease, FOM Sarah Beckman, repl. veh. at DLR 402406.						

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SINKAM	06/26/2007 09:01:41 AM	Voice Mail To				
	LVMM seeking return call to set up closing.					
SINKAM	06/26/2007 09:20:56 AM	Call From				
	Customer agreed to the 28th at 5:30pm.					
SINKAM	06/26/2007 09:21:29 AM	Closing Package (M/A Only) To Sarah				
	SON					
MANIACB	06/29/2007 03:37:08 PM	Voice Mail To Sarah				
	LMTRMC to confirm closing took place.					
MANIACB	06/29/2007 04:22:28 PM	Call From Sarah Beckman				
	FOM advised closing went well, should receive packet Monday, and she faxed main form as well.					
MANIACB	06/29/2007 04:23:13 PM					
SINKAM	07/03/2007 12:42:20 PM	E-Mail From Sarah				
	Hi Melanie,					
	The transmission issue at 402406 has been completed and you should see the paperwork fax to you today.					
	Best Regards, Sarah Beckman					
BENTLES	07/05/2007 03:56:24 PM					
	Mail in Doc Center					

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SINKAM	07/06/2007 08:09:28 AM					Rcvd CNC and final ro.
SINKAM	07/06/2007 08:09:36 AM	Final Repair Order (M/A only)	From G: 402406			
SINKAM	07/06/2007 09:46:49 AM					in service date
SINKAM	07/06/2007 09:49:59 AM					not branded, ro #120654, 632m, transmission part order, trans not shifting, mechatronic unit replaced
SINKAM	07/06/2007 10:32:07 AM	Attached Mail From Sarah Beckman				Rcvd soc, title app, bbrp veh repaired, vcr, acf, spoa.
SINKAM	07/06/2007 10:39:52 AM					
SINKAM	07/06/2007 10:43:15 AM					SOC doc's
SINKAM	07/06/2007 11:56:16 AM					Process V.I.N. change will need to follow up on title release. The title to this vehicle has not come in as of today. Will allow a little more time for dmV to get title to us this is a new deal. Thanks
SINKAM	07/16/2007 11:44:20 AM					EFT to dlr 402406
CR_BATCH	07/20/2007 04:00:22 AM	Note To SINKAM				EFT for amount \$ 367.25 processed on 07/19/2007. AP reference number: 00033382

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SINKAM	07/31/2007 10:17:21 AM					Seeking update on title
BUCECJ	08/03/2007 09:35:05 AM	E-Mail From Titles				Title not rec'd yet.
SINKAM	08/07/2007 12:01:02 PM	E-Mail From titles				I have called the MN DMV who has no record and Kathy at the dealership to see why they have no paperwork Kathy is checking because she was advised that this was to be completed by now as soon as Kathy responds to my request I will update the records. Thanks
SINKAM	08/13/2007 07:16:49 AM	E-Mail From titles				Through the follow up Kathy from Eich Motors has said that it takes MN 4-6 weeks to have title created and to allow a little more time then that because MN DMV is running a little behind right now. Set E.T.A. 08/26/2007. Thanks
SINKAM	09/05/2007 09:52:37 AM	E-Mail To titles				seeking updates
SINKAM	09/07/2007 10:42:47 AM	E-Mail To titles				seeking title

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SINKAM	09/10/2007 07:08:00 AM	E-Mail From titles				
TRP is the status that we give titles once they come in and read like they are suppose to at Assurant.						
<hr/>						
From: Sinka, Melanie [mailto:Extern.Melanie.Sinka@vw.com]						
Sent: Friday, September 07, 2007 12:41 PM						
To: VCI - Titles						
Subject: RE: MN substitution please forward title						
What does TRP mean?						
<hr/>						
From: VCI - Titles [mailto:VCI-Titles@vwcredit.com]						
Sent: Friday, September 07, 2007 1:40 PM						
To: Sinka, Melanie						
Subject: RE: MN substitution please forward title						
Title is TRP at Assurant. Thanks						
SINKAM	09/10/2007 07:08:23 AM	E-Mail To titles				
be sure the title is sent to me right away so that we may move this veh to auction.						
SINKAM	09/10/2007 09:54:14 AM	E-Mail From Yolanda				
Melanie						
The Rep who works the region is out of the office. We have located the title.						
Can you please resubmit the vehicle sub paperwork so that we can process it today?						
Thanks						
Yolanda						

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SINKAM	09/10/2007 09:54:37 AM	FAX To titles				
		SOC doc's (scanners are down)				
SINKAM	09/11/2007 02:06:22 PM	Attached Mail From EMMA BRIDGES				
		Rcvd title				
SINKAM	09/11/2007 02:06:34 PM	Assigned To NELSONJ				
		discl completed				
NELSONJ	09/11/2007 02:24:08 PM					
		Forwarded disclosure to auction.				
SINKAM	09/18/2007 11:27:01 AM	Attached Mail From BROOKE				
		discl returned due to wrong title sent to me from VCI.				
SINKAM	09/18/2007 11:29:47 AM	E-Mail To Yolanda				
		Hi Yolanda,				
		We did a substitution on this account and VCI sent me the wrong title. Account # [REDACTED] The title I should receive is for VIN ending 158386, I was sent VIN [REDACTED] What is the best way to fix this?				
		Thx!				
		Melanie Sinka				

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SINKAM	09/19/2007 08:22:57 AM	E-Mail From Yolanda				
Marcus						
						Can you please send Melanie the title with VIN# 3VWWJ71K77M [REDACTED] I have located the title in the unidentified report.
						The title with VIN# 3VWWJ71K37M [REDACTED] will need to be duplicated.
						If you have any questions please let me know.
						Thanks Yolanda
SINKAM	09/19/2007 08:23:19 AM	E-Mail From Yolanda				
Melanie						
						Can you please send us the title back? Marcus will be release the title to your attention.
						Thanks Yolanda
SINKAM	09/19/2007 08:23:33 AM	Mail To Yolanda				
SON title to repl veh						
BUCECJ	09/20/2007 03:38:34 PM	Attached Mail From EMMA BRIDGES				
Rec'd MN title.						
BUCECJ	09/20/2007 03:40:58 PM	Disclosure (M/A Only) To jlb				
BUCECJ	09/20/2007 03:41:06 PM	Assigned To NELSONJ				

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2007 Jetta A5 2.0L GLI						
	090160461	Customer Relations	3VWXJ81K47M	23,000		
ALEXANLA	06/29/2009 04:17:47 PM	Call From				Complaint 408159 Pr. Part: 3511-Mechatronic Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
Customer states has been having continuous concerns with vehicle since ownership; states Dealer 408379 replaced the engine and did a horrible job in repairing the vehicle; states dealer had 3 bolts missing on the engine and only had the engine being held with 2 bolts and when dealer replaced the engine they didn't notice that the turbo was bad so vehicle was being driven for 2300K with the same bad turbo in the new engine that messed up the old engine; states ended up taking vehicle to Dealer 408213 and it took them a month to repair what Dealer 408379 messed up; states finally after getting vehicle back it broke down and had to be towed back to Dealer 408213 which Customer states he had to pay \$50 for the towing; states now there is a concern with the transmission slipping and going in and out of gears; states vehicle is at Dealer 408159 now and the mechatronics unit has to be replaced which the part is on back order and won't be in until 7/14; states got a lawyer involved when vehicle was being serviced by Dealer 408213 and VW just offered him money; states should have initially requested for the vehicle to be replaced but now Customer states he doesn't know what he wants; states just wants for his vehicle to be repaired; states vehicle has been in the dealer for months and has been in loaners all the time; states is now in a Ford Taurus which Customer states is awful; states is concerned that the clutch and other items may be damaged; states would like for dealer to perform another oil consumption test as one was done before. CO advised Customer that workmanship concerns are normally recommend to be handled directly between the Customer and the dealer; advised case will be assigned to RCM to further research concerns to make sure that all resources are being used; 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 6/30. Customer acknowledged. CO to assign case to RCM.						Complaint 408379 Part: 1009-Cylinder block Rsn: 89J Workmanship-Non-Recall Repairs
ALEXANLA	06/29/2009 04:36:44 PM	Assigned To RCM				Complaint 408159 Part: 3511-Mechatronic Rsn: T03 Auto/Hybrid - Slips/shifts erratically
Customer seeking for vehicle concerns to be addressed; vehicle is at Dealer 408159; call . RCM to research.						Complaint 408213 Part: 1009-Cylinder block Rsn: 88J Vehicle Condition After Repair
EDWARDAM	06/29/2009 04:38:52 PM	Assigned To EDWARDAM				
EDWARDAM	06/30/2009 12:19:01 PM	Voice Mail To Mildred (Asst. SM)		408159		
RCM LMTRMC. RCM advised would like to discuss Customer's case. RCM to wait Dealer 408159 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>
EDWARDAM	06/30/2009 03:40:06 PM	Return Call From Mildred (Asst. SM)	408159			Service Advisor advised the gears do not move; part is on red order for mechatronic unit; ETA is July 14th; sales doc # 1005759724; Customer is in a rental vehicle at this time. RCM to follow up with customer.
EDWARDAM	06/30/2009 04:59:24 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advise the information Dealer 408159 has provided has been correct; currently waiting for a mechatronic unit which takes 6-8 to build and program as it's a VIN specific made component; the ETA is July 14th for the Dealer and for us as well; seek if Customer wants to continue to follow up or set follow up from 2 weeks from now for repairs. RCM to wait Customer call.
SHORTK	07/01/2009 10:06:24 AM	Call From [REDACTED]				Customer states returning call. CA to contact RCM.
SHORTK	07/01/2009 10:07:06 AM	Call To Amanda				CA attempted to contact RCM. CA to return to customer.
SHORTK	07/01/2009 10:08:01 AM	Return To [REDACTED]				Customer seeking RCM to return call. RCM to contact customer.
YOUNGLI	07/01/2009 03:06:32 PM	Return Call From [REDACTED]				Customer stated, he is seeking to speak to RCM, he has been trying to speak with her since yesterday, but if she is not available, CA can put him in voice mail. CA advised, will transfer Customer to RCM, if she is not available will put him in VM. CA to call the RCM.
YOUNGLI	07/01/2009 03:09:27 PM	Call To Amanda Edwards				RCM not available, Customer transferred to RCM VM. RCM to call the Customer.

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EDWARDAM	07/01/2009 04:58:45 PM	Call To [REDACTED]				RCM advised is returning his call; understands he knows the parts will not be in until 7/14; wanted to ensure he knows why as this is a VIN specific built part and can take 6-8 weeks to build. Customer states he understands that and it's a mechatronic unit; he's had such a hard history with it; Dealer 408379 really screwed up his engine and he basically was driving around with a blown turbo; broke down in NJ and was towed to Dealer 408213 who did a great job, but had to redo everything and replace the turbo; it was a mess and he's only owned the vehicle since May or June of 2008; he purchased the vehicle in OH and if he would have known the lemon laws don't apply for vehicle's purchased out of state then it would have been taken back a long time ago; he's been in rentals and loaners more than in his vehicle; it's gone through an engine with burning clutch smells and now the transmission; is very wary on the condition on his vehicle; truthfully would feel better if VW would extend his warranty for another year then at least if something happened then he has the confidence with it. RCM advised is more than happy to look into that for him; would research further and follow up by COB Monday, 7/6. RCM to research.
EDWARDAM	07/01/2009 05:21:10 PM	Face-To-Face With Diane Hawley				RCM advised of CUST's concerns and repairs in VDF with DLR 408213; seeking for RCM to speak with them to gather the repair history from them. RCM to alert Area 2 RCM.
HAWLEYD	07/02/2009 10:20:11 AM	Voice Mail To Bill Troise		408213		RCM LMTRMC. RCM provided customer name, last 8 of VIN number, direct line and reason for call. RCM waiting for service manager call back.
HAWLEYD	07/06/2009 11:51:41 AM	Call To Bill Troise		408213		RCM advised service manager of concerns with the vehicle and seeking to confirm VDF along days down. Service manager advised that all of the vehicle history listed in the VDF is correct and that the vehicle was down for 46 days total. Service manager advised that the vehicle did come in with what he feels were workmanship issues. RCM to follow up.
EDWARDAM	07/06/2009 03:59:05 PM	Call To [REDACTED]				RCM advised was following up on his case and his request; we would like to confirm his vehicle is repaired once the part comes in as it's scheduled to arrive 7/14; once it's confirmed his vehicle is repaired than we can review his request further; will set follow up for next Tuesday, 7/14 to confirm the part is in. Customer states RCM can just contact him once it's confirmed the vehicle is repaired to take our time. RCM to follow up 7/14.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/08/2009 08:45:11 AM	Note To Part ETA				
Dealer 408159 02E-325-025-AD-Z8T = MECHATRON RO Date: 6/16/2009 sales doc# 1005759724 PO # 9092504518 VIN # 3VWXJ81K47M [REDACTED] expected to arrive: 7/17/2009 (Part is expected to be available Mid July)						
ZIEHMEC	07/13/2009 01:42:27 PM	Voice Mail To Mildred		408159		
RCM advised Service Advisor that RCM is seeking an update. RCM to wait Service Advisor call.						
ZIEHMEC	07/13/2009 02:26:52 PM	Return Call From Mildred (assistant SM		408159		
Service Advisor states: mechatronic on back order; ETA is 7/20; not in rental. RCM to call customer and move follow up date.						
SZYMANT	07/14/2009 03:55:31 PM	Call To [REDACTED]				
RCM advised customer mechatronic unit may not come in until 7/20. Customer seeks to know if VW could just take him out of the vehicle because he has concerns about how good the vehicle will be in the future; dealer 408379 messed up the vehicle so bad, it took second dealer a month to sort it out. Customer states he has a 5 month old baby and wife; has a lot of technical knowledge and has reason to be concerned vehicle may have concerns in the future. Customer states RCM-EDWARDAM was also looking into possibly extending the warranty, but would like her to entertain putting him into another Jetta GLI as well. RCM advised can evaluate that request with no guarantees; our goal is to get vehicle repaired within terms of warranty; will continue to follow up on repairs in the meantime. Customer states he is in a Taurus midsize with leatherette interior, but seeks to know if there is any way we can put him into a VW with leather and navigation; he knows Enterprise doesn't have one because he knows them pretty well after all of his concerns, and they gave him a decent rental; still, it's not a VW, and he was without his VW last summer and this summer. RCM advised we can speak to dealership to see if they have a demo car he can drive; if not, perhaps we can assist with a further upgraded rental with leather and navigation; don't know if either is possible; will update him regarding alternate transportation by tomorrow's close of business (7/15). RCM to call dealer 408159.						
EDWARDAM	07/15/2009 02:13:34 PM	Voice Mail To Mildred (Asst. SM)		408159		
RCM LMTRMC. RCM advised seeking to confirm they don't have loaners and discuss goodwill towards upgrading rental. RCM to wait Dealer 408159 call.						

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/15/2009 02:34:51 PM	Return Call From Mildred (Asst. SM)	408159			Service Advisor advised they will contact the Customer to provide an upgraded rental due to the downtime. RCM to follow up with customer.
EDWARDAM	07/15/2009 04:52:41 PM	Call To [REDACTED]				(please note Customer requested for RCM to call Customer by first name only) RCM advised is following up on case; did forward his request regarding any upgraded rental; Dealer 408159 did state they would look into it and reach out to him to seek the rental. Customer states hasn't heard from them as of yet and will probably call them. RCM advised to allow them sometime to research this for him; the backup RCM he spoke with yesterday did inform RCM of his requests; would look into this for him, but will require sometime to research through possible other departments; would like to follow up by COB Friday, 7/17 as usually we want the part to come in to ensure his vehicle can be repaired. Customer states he understands that, it's just he looking towards the future on this. RCM advised if he does not receive a call from Dealer 408159 by noon tomorrow to contact them regarding the rental. RCM to research.
EDWARDAM	07/17/2009 02:54:42 PM	Call To Mildred (Asst. SM)	408159			RCM advised seeking to verify Customer was upgraded in rental. Service Advisor advised he was also upgraded with a rental and they are also paying one month's payment as well, but Customer wanted to speak with Service Manager Eric first before accepting it. RCM to follow up with customer.
EDWARDAM	07/17/2009 04:40:46 PM	Call To [REDACTED]				RCM advised is following up on his case; did speak with Dealer 408159 and they stated they would be upgrading his rental. Customer states he did go there and Enterprise did not have anything right now he could use which he expected though. RCM advised also know the Dealer did want to credit him a vehicle payment for the downtime as well on his vehicle. Customer states only pays about \$200 a month so it isn't much; put a lot of money down on the vehicle and is now regretting that because of all the concerns he's had. RCM advised they still would like to compensate him for the time out of his vehicle, but we want to ensure the parts will be in Monday 7/20 as were being advised; will follow up on Tuesday 7/21. RCM to follow up on parts.
EDWARDAM	07/20/2009 02:24:13 PM	Voice Mail To Mildred (Asst. SM)	408159			RCM LMTRMC. RCM advised seeking if the mechatronic unit arrived according to ETA. RCM to wait Dealer 408159 call.
EDWARDAM	07/21/2009 10:50:27 AM	Voice Mail From Mildred (Asst. SM)	408159			Service Advisor LVMM. Service Advisor advised is returning RCM's call and to call her on direct line; is now receiving ETA being pushed back to August 7, 2009 for mechatronic unit. RCM to call Dealer 408159.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/21/2009 01:34:08 PM	Voice Mail To Mildred (Asst. SM)	408159			RCM LVMM. RCM advised received VMM about ETA being moved up now; will look into further and go from there. RCM to research.
EDWARDAM	07/21/2009 01:36:53 PM	Note To Mechatronics				Dealer 408159 Part # 02E-325-025-AD-Z8T MECHATRON. Ordered: 6/16/09 RO# 30215 Sales doc # 1005759724 VIN # 3VWXJ81K47M [REDACTED] 7/24/09 - Part is expected to be available Late July RCM to research.
ALEXANLA	07/21/2009 04:34:42 PM	Call From [REDACTED]				Talk and typed by Jacob Steinbrecher. Customer states calling regarding RCM case. CA to transfer Customer to RCM.
ALEXANLA	07/21/2009 04:38:01 PM	Transfer To Amanda/RCM				CA transferred Customer to RCM voicemail. RCM to call Customer.
EDWARDAM	07/21/2009 05:27:00 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised is currently researching concerns with ETA on part; was told it would be arriving Monday 7/20, now Friday 7/24, and then now being pushed back to 8/7; currently looking to confirm the ETA on this part to confirm when it would be in before RCM can look into his requests further; will set follow up for COB Friday 7/24 at the latest for an update. RCM to research.

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EDWARDAM	07/22/2009 10:35:24 AM	E-Mail To Eric Thomspen		408159		
3) [REDACTED] - Mechatronics Unit that is now getting ETA of 8/7/2009. Please confirm this for me.						
Let me know when you have the chance to look into all of these. Thanks! Amanda						
From: ERIC THOMPSON [mailto:eric.thompson@openroad.com] Sent: Wednesday, July 22, 2009 9:53 AM To: Edwards, Amanda Subject: RE:						
Just shoot me an email and ill follow up asap! Thanks						
Take Care and God Bless!						
ERIC K. THOMPSON Service Manager						
<hr/> From: Edwards, Amanda Sent: Wednesday, July 22, 2009 9:43 AM To: ERIC THOMPSON Subject: RE:						
Good Morning Eric,						
Just to let you know I have several cases for Open Road VW as well. Mildred and I have been playing phone tag for the past couple of days. I know you're a busy individual, but if you have a moment could you please contact me so I can ensure your in the loop on all of these cases. If it's easier that I e-mail them to you that's fine too.						
Let me know, thanks!						
Amanda						
RCM to wait DLR 408159 e-mail or call.						

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EDWARDAM	07/22/2009 11:19:31 AM	E-Mail From Eric Thompson		408159		
THAT IS THE ETA WE RECEIVED. CUSTOMER IS IN AN UPGRADED RENTAL AS PER JUERGEN AND I WILL OFFER HIM A ONE TIME PAYMENT OF \$1000.00 AS PER JUERGEN.						
RCM to follow up with customer.						
ABDULAM	07/24/2009 09:37:29 AM	Voice Mail To [REDACTED]				
CA LMTRMC. Please advise Customer that VW did research his 2 requests VW to either replace the vehicle or a warranty extension and VW will continue to work under the terms of the warranty. Please advise VW is unable to meet his expectations with any of his 2 requests. Please advise that VW stands behind Dealer/Field offer of \$1,000 in vehicle payments due to the downtime of the mechatronic units. Wait Customer call.						
CLAYTOY	07/24/2009 01:31:30 PM	Call To Martin Addulahad				
Attempted to contact the CA. CA to to call the RCM.						
CLAYTOY	07/24/2009 01:32:21 PM	Call To Ms Edwards				
Attempted to call the RCM. CA to return to the customer.						
CLAYTOY	07/24/2009 01:32:54 PM	Return To [REDACTED]				
CA advised the customer both representatives are not available however the customer could leave a voicemail message for the RCM. CA to transfer the call to RCM.						
CLAYTOY	07/24/2009 01:34:12 PM	Transfer To Ms Edwards				
Transfer to RCM.						
YOUNGLI	07/24/2009 03:30:14 PM	Return Call From [REDACTED]				
Customer stated, he is seeking to speak to RCM, he has tried several times before to speak to RCM. CA advised, can transfer customer to RCM, if RCM is not available, would Customer like to go to RCM VM. Customer stated, he does not. CA to call the RCM.						
YOUNGLI	07/24/2009 03:30:38 PM	Call To Amanda Edwards				
RCM is not available. CA to return to 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>
YOUNGLI	07/24/2009 03:30:49 PM	Return To	██████████			CA advised, RCM is not currently available, can advise for RCM to follow up with Customer before COB 7/27. Customer stated, he will not be available on Monday, needs to speak to some today. CA advised, can customer hold to see if another RCM would be available. Customer stated, he can hold. CA to do face to face
YOUNGLI	07/24/2009 03:31:08 PM	Face-To-Face With Amanada Edwards				CA advised, per notes from " return to owner 7/24 at 3:30 pm. RCM advised, tell Customer RCM will call him back within the 1/2 hour. CA to return to Customer.
YOUNGLI	07/24/2009 03:31:23 PM	Return To	██████████			CA advised, per notes "face to face with RCM 7/24 3:31. Customer stated, ok. CO to do notes to user.
YOUNGLI	07/24/2009 03:31:43 PM	Note To CCC				CA and RCM doing notes at same time, notes are out of order. RCM to wait parts.
EDWARDAM	07/24/2009 03:35:12 PM	Call To Peter				RCM advised that many parties are involved with his case; our VW field rep is also involved in his case as well; looked into his 2 requests for the warranty extension and the vehicle replaced; we will not be meeting his expectations with meeting those request, however, we would like to compensate him for the downtime and the experience with the vehicle; we will be offering \$1,000 in vehicle payments if the Dealer has not already offered this as a goodwill gesture. Customer states he is an easy going guy and can accept that; just had many concerns with the vehicle and is afraid that he will be stuck outside of warranty and the engine blows; seeking if the Dealer would give the vehicle like a once over just to ensure it's ok. RCM advised will discuss that with one, but will need to wait until the part comes in; it's scheduled to come in the end of the next week and at the latest 8/7; will follow up by COB Friday 7/31 with an update. RCM to wait parts.

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VOLKSWAGEN OF AMERICA, INC.
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EDWARDAM	07/30/2009 12:36:03 PM	E-Mail To Eric/SM & Mildred/Asst SM	408159			
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Hello!

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

VIN # VVWFA71FX8V [REDACTED] 08 Eos (mechatronic)
VIN # VVWKC71KX8W [REDACTED] 08 Eos (mechatronic)
VIN # VVWKC71K58W [REDACTED] 08 Eos (mechatronic)
VIN # 3VWXJ81K47M [REDACTED] 8, 07 Jetta (mechatronic)

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

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

RCM to wait Dealer 408159 e-mail or call.

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EDWARDAM	07/31/2009 09:31:55 AM	E-Mail To Eric/SM & Marco/PM	408159			
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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?

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

VIN #: 3VWXXJ81K47M [REDACTED]
 Part #:
 Sales Document #:
 Order Date:
 Order Type (Stock, Daily, or Red)

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

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Order Date: Order Type (Stock, Daily, or Red) Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated. Thank you for your assistance, Amanda Edwards RCM to wait Dealer 408159 e-mail.						
EDWARDAM	07/31/2009 03:49:03 PM	Voice Mail To	██████████			RCM LVMM. RCM advised is trying to retrieve updates from Dealer 408159 at this time on the status of the parts; will follow up by 8/7 at the very latest unless updates are gathered beforehand. RCM to wait Dealer 408159 e-mail or call.
EDWARDAM	08/03/2009 02:40:46 PM	Call To Mildred (asst. SM)		408159		RCM advised has not heard back on the e-mail for the parts. Service Advisor advised did print out for Service Manager and apologized he hasn't gotten back to RCM; will go over to parts now to ask about each and call back. RCM to wait Dealer 408159 call or e-mail.
EDWARDAM	08/03/2009 04:13:37 PM	Voice Mail From Mildred (Asst. SM)		408159		Service Advisor LVMM. Service Advisor advised parts came in and the vehicle has been completed since 7/31 and still waiting for Customer to pick up. RCM to follow up with Customer.
GENERAM	08/03/2009 05:09:26 PM	Call To	██████████			Customer states he spoke with Mark earlier who advised him they're still working on the vehicle and that customer should wait on Mark to call him prior to him picking up the vehicle. CA advised will note that information. Pending.
GENERAM	08/03/2009 05:11:04 PM	Assigned To EDWARDAM				Customer states he's waiting on Mark from the dealership to complete the repairs, then call customer so that he can pick up the vehicle. RCM to review.
EDWARDAM	08/03/2009 05:55:10 PM	Note To CCC				Case reviewed. 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>
2007 Jetta A5 2.0T						
	090187858	Customer Relations	3VWAJ71K77M	33,500		
SHEARDA	07/31/2009 01:52:08 PM	Call From				Complaint 405093 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
<p>Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned one vehicle(s); maintains the vehicles at our dealers; has not experienced multiple vehicle issues; No additional warranty/Service contract; Customer states that he took his vehicle into dealer 405093 to have the 30k performed and advised that Service Advisor that from a dead stop to start there was a hesitation; Customer states upon diagnosis he was advised that the mechatronics unit had to be replaced and was ordered; Customer states that the vehicle as at the dealer from 06/19/2009 and we was advised about two weeks later that the part was not available in the US and they would be ordering the part from Canada, and after two to three weeks he was advised that the part was going to be ordered and shipped from Germany; Customer states he picked up his vehicle on 07/29/2008 after six to eight weeks; states that he does not want to advise CO of names from the dealer who advised him to call us; states he is seeking for us to cover the cost of extending the warranty thru Real Driver as he does not know when this component may fail or any other unknown concern will happen.</p> <p>While speaking with the customer the call dropped. CO to call customer.</p>						Suggestion Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
SHEARDA	07/31/2009 01:57:55 PM	Call To				
<p>CO advised customer that we never know when a component will fail this is why we offer such a generous warranty both by time and mileage; advised customer that we do not sell warranty extensions, that Real Driver is a contract company and that we would not be able to meet his request; advised customer if he were seeking to extend the warranty on the vehicle he could contact a VW dealer who would be able to offer name/phone numbers for third party companies who sell warranty extension. Customer states that he was advised of some financing terms with VCI thru a graduate program and he is seeking if we could renegotiate the terms of his contract. CO advised that we do not handle any finance concerns here at CCC and would not be able to meet that expectations; advised customer because he was without his vehicle for six to eight weeks, CO would like to assign his case to a RCM who would evaluate some kind of acknowledgement; advised that the RCM will evaluate and follow up with the customer on Monday, 08/03/2009 before the close of business; CO advised customer of the open campaign; CO advised what was the customer's monthly payments on the vehicle. Customer states about \$409. CO to assign to RCM to evaluate.</p>						
SHEARDA	07/31/2009 02:10:36 PM	Assigned To CCC				
<p>Customer states that his vehicle was at dealer 405093 from 06/19/2009 to 07/29/2009 as the mechatronics unit had to be replaced; (Customer has requested that we pay to extend the warranty and then to renegotiate the finance terms of the contract, CO denied) RCM to evaluate some kind of acknowledgment for the vehicle being at the dealer for so long, and follow up with the customer on his home phone, . (Customer advised that his vehicle payments are about \$409 a month). RCM to evaluate.</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>
JANSSEL	08/03/2009 07:57:52 AM	Assigned To JANSSEL				
JANSSEL	08/03/2009 10:04:23 AM	Call To Steve Gay		405093		
	Service Manager seeking return call in one hour. RCM to call dealer 405093.					
JANSSEL	08/03/2009 11:19:35 AM	Call To Steve Gay		405093		
	RCM advised Service Manager of customer's concerns and request. Service Manager advised: the vehicle was brought in on 6/19/09 and vehicle was repaired on 7/29/09, vehicle was picked up from dealer 405093 on 7/31/09, mechatronic unit was ordered and customer was provided a loaner vehicle for most of the time, customer did go on a trip for 2-3 weeks and did not require alternate transportation at that time, dealer did not provide any goodwill to customer. RCM advised: due to time out of vehicle RCM will offer one vehicle payment as a goodwill gesture. RCM to call customer.					
JANSSEL	08/03/2009 02:14:08 PM	Voice Mail For Mr. DuBois				
	RCM LVMM. RCM to advise: we have evaluated his concerns/request, due to vehicle downtime we can offer one vehicle payment as a goodwill gesture. RCM to wait customer call.					
JANSSEL	08/05/2009 04:35:55 PM	Voice Mail For Mr. DuBois				
	RCM LVMM. RCM to advise: we have evaluated his concerns/request, due to vehicle downtime we can offer one vehicle payment as a goodwill gesture. No further action, pending customer call.					
MURPHYJ	08/06/2009 11:02:33 AM	Return Call From [REDACTED]				
	Customer states/seeking: returning call from RCM. CA advised: will check if RCM is available, if not, will transfer to RCM voicemail. CA to transfer to RCM.					
MURPHYJ	08/06/2009 11:03:44 AM	Transfer To Lisa Janssens (voicemail)				
	CO to transfer Customer to RCM voicemail. RCM to return 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>
JANSSEL	08/06/2009 11:44:17 AM	Voice Mail From	[REDACTED]			Customer seeking call back and update, RCM to call Customer.
JANSSEL	08/06/2009 04:17:34 PM	Voice Mail For	[REDACTED]			RCM LVMM. RCM to advise: we have evaluated his concerns/request, due to vehicle downtime we can offer one vehicle payment as a goodwill gesture. No further action, pending customer call.
HOFFMAB	08/19/2009 03:09:54 PM	Call From	[REDACTED]			Customer states he received voicemail messages but when he calls back the call center is closed. CA advised that Vw would like to offer him one months vehicle payment due to downtime of vehicle as goodwill gesture. Customer states this is fine. CA advised customer to fax copy of his account statement and upon receipt a payment will be posted to his account. CA provided fax number. RCM to review and close pending receipt of faxf
JANSSEL	08/19/2009 03:20:42 PM	Note To CCC				RCM reviewed. No further action, pending customer fax.
MARASHS	08/20/2009 11:38:48 AM	FAX From	[REDACTED]			Fax in Doc Center.
JANSSEL	08/20/2009 12:46:42 PM	Reviewed By Lisa Janssens				Customer faxed in two pages, first page is a cover page with reference number, Customer states he was advised by CCC that RCM authorized a refund of one month vehicle payment due to service issues previously encountered, monthly payment amount is \$439.28, the customer service agent who requested customer to fax in the documentation did not state what form he will receive the refund in and seeking a call at [REDACTED] or email stating how the transaction will take place, second page was a VCI onetime payment confirmation however account number and other information was blank. RCM to call Customer.
JANSSEL	08/20/2009 12:54:51 PM	Voice Mail For	[REDACTED]			RCM advised: received and reviewed customer's fax today, CCC will make one month vehicle payment and EFT the money to VCI which usually takes 4-6 weeks, we recommend customer to keep making payments as scheduled, on a future VCI statement customer will have a credit for one month vehicle payment posted to his account. RCM to generate EFT request.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
JANSSEL	08/20/2009 12:59:54 PM	Note To CCC				
	846982949, 3VWAJ71K77M					VW to offer one month vehicle payment as compensation due to downtime, TOTAL = \$439.28
CR_BATCH	08/27/2009 04:00:52 AM	Note To JANSSEL				
	Amount for \$	439.28 was Posted on 08/26/2009.				AP reference number: 40044824

Note: Does 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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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>
FAIRFID	03/10/2008 01:27:09 PM	E-Mail To Mike Rispoli		405246		Unknown 405246
***** Email to rispelim@autonation.com; *****						Rsn: 42D Complaint -
ACTION REQUIRED: [REDACTED] - Seeking a vehicle repair update						Dealer did not follow-up

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWFJ71K28M [REDACTED]

What customer is seeking? Customer is seeking VW to pay 2 months vehicle payments. VW customer care would like to know the diagnosis of vehicle and when the vehicle is expected to be repaired to further evaluate customer request.

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.

Debra Fairfield
(248) 754-3850

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 DLR email.

FAIRFID	03/11/2008 11:15:43 AM	Voice Mail To Mike	405246
CO LMTRMC. CO advised we are seeking a vehicle repair update and that we sent an email yesterday. CO advised we need to know the diagnosis of vehicle concern, how many days down and when vehicle is expected to be ready. CO to wait Dealer call.			

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
FAIRFID	03/11/2008 03:04:08 PM	Voice Mail To Mike		405246		
CO LMTRMC. CO to wait Dealer call.						
FAIRFID	03/11/2008 05:37:55 PM	Voice Mail To [REDACTED]				
CO LVMM. CO advised we are still evaluating Customer concern and we will follow up again by end of business tomorrow. CO to call Dealer.						
SCAVARA	03/12/2008 12:46:21 PM	Note To ccc				
Case reviewed.						
MULLIGM	03/12/2008 03:04:16 PM	E-Mail From Mike		405246		
Sorry it took so long to respond I have been in and out of office. The car is still in shop for a very intermittent hard shift from 1-2 gears. We have duplicated problem 2 times and have checked for fault codes; none stored. We reset adaptations and hard shift came back. Technician has tech line involved and is still trying to diagnose car.						
Mike Rispoli Service Manager Maroone Volvo/Volkswagen Direct 561-266-2724 Fax. 561-272-4088 RispoliM@AutoNation.com						
CO/CA to call Customer.						
MULLIGM	03/12/2008 03:33:39 PM	Voice Mail To [REDACTED]				
CA LVMM advising Service Manager advised Dealer did duplicate hard shift, after clearing codes the hard shift came back, they are working with technical assistance to diagnose vehicle. CA advised we will continue to follow up with repairs and look into Customer request for vehicle payments. CA advised of CA and CO extension, set follow up date of 3/14/08. CO/CA to e-mail 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

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MULLIGM	03/12/2008 03:38:11 PM	Call From [REDACTED]				
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Customer transferred from CA. Customer states returning call. CA advised Service Manager advised Dealer did duplicate hard shift, after clearing codes the hard shift came back, they are working with technical assistance to diagnose vehicle. CA advised we will continue to follow up with repairs and look into Customer request for vehicle payments. CA set follow up date of 3/14/08. CO/CA to e-mail Dealer.

MYERSJ	03/12/2008 04:57:11 PM	E-Mail From Mike Rispoli	405246			
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Sorry it took so long to respond I have been in and out of office. The car is still in shop for a very intermittent hard shift from 1-2 gears. We have duplicated problem 2 times and have checked for fault codes; none stored. We reset adaptations and hard shift came back. Technician has tech line involved and is still trying to diagnose car.
--CO to follow up with SM/Customer.

Mike Rispoli
Service Manager
Maroone Volvo/Volkswagen
Direct 561-266-2724
Fax. 561-272-4088
RispoliM@AutoNation.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>
FAIRFID	03/14/2008 05:57:54 PM	E-Mail To Mike Rispoli		405246		

***** Email to rispelim@autonation.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 Jetta

VIN: 3VWFJ71K28M [REDACTED]

What customer is seeking? VW is seeking update on diagnosis.

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.

Debra Fairfield
(248) 754-3850

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 call CUST.

FAIRFID	03/14/2008 06:00:52 PM	Voice Mail To [REDACTED]
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CO LVMM. CO advised we are still evaluating Customer concern regarding possible vehicle payments. CO advised we will follow up with Customer no later than 03/18 with an update. CO to wait Dealer 405246 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>
CREECHA	03/17/2008 09:17:37 AM	Call From [REDACTED]				Customer states is seeking to speak to associate, and provided extension. CA to locate associate.
CREECHA	03/17/2008 09:18:42 AM	Call To Melanie				Associate not available. CA to return to customer.
CREECHA	03/17/2008 09:19:17 AM	Return To [REDACTED]				CA advised associate at that extension was not the person Customer had mentioned. Customer advised was working with 2 associates. CA advised associate at that extension was assisting another customer. CA advised would be happy to help in any way possible. Customer states needs to speak with CO as she is the person he has been working with. Customer states if she is busy he would like to leave a message. CA advised will be happy to locate associate and transfer. CA to transfer Customer to CO.
CREECHA	03/17/2008 09:22:40 AM	Transfer To Debbie				CA transferred to CO voicemail. CO to call Customer.
FAIRFID	03/17/2008 11:08:45 AM	Voice Mail From [REDACTED]				Customer states he is happy that CCC has been following up as promised but Customer is getting frustrated that it has been 6 weeks without vehicle and Customer will start looking into the lemon law if he doesn't get a response soon as to when the vehicle will be ready and if VW will be assisting with the 2 vehicle payments. Customer states he doesn't want to wait another 24 to 48 hours and that he is frustrated at paying for a new vehicle that he doesn't have. CO to call Dealer 405246.
FAIRFID	03/17/2008 01:02:13 PM	Voice Mail To Mike Rispoli		405246		CO LMTRMC. CO advised we are seeking diagnosis after working with techline, estimated time of repair, and how many days the vehicle has been down. CO to wait Dealer 405246 call.
FAIRFID	03/17/2008 07:25:52 PM	Voice Mail To [REDACTED]				CO LVMM. CO advised we received his voicemail regarding Customer seeking an answer today but we are still evaluating the Customer concern and we will follow up by end of business 03/18. CO to call Dealer 405246.
FAIRFID	03/18/2008 01:00:41 PM	Voice Mail To Mike Rispoli		405246		CO LMTRMC. CO to wait Dealer 405246 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>
FAIRFID	03/18/2008 02:07:32 PM	Voice Mail From Mike Rispoli	405246			Service Manager states he believes they have fixed the vehicle by replacing a sensor inside the transmission. Service Manager states they are currently putting vehicle back together and that they will be test driving vehicle tonight or tomorrow morning. Service Manager states vehicle has been down since Feb. 13th. Service Manager states he believes Customer should have some vehicle payment assistance. CO to research.
FAIRFID	03/18/2008 02:10:30 PM	Note To ccc				Please review for level 2 escalation. vehicle only has 5,000 miles on it. vehicle has been down since Feb. 13th, 2008. Dealer 405246 states he believes they have fixed the vehicle concern after working with Techline. Customer seeking 2 vehicle payments of \$494 each.
SCAVARA	03/18/2008 02:15:22 PM	Note To Debbie				Please review with level 2.
FAIRFID	03/18/2008 03:01:55 PM	Assigned To ccc				Please evaluate for 2 vehicle payments of \$494 each, for a total of \$988. vehicle only has 5,000 miles and vehicle as been down since Feb. 13th, 2008. Dealer 405246 has been working with Techline to repair vehicle and believe that replacing a sensor inside the transmission has fixed vehicle.
PRENTIM	03/18/2008 03:12:32 PM	Assigned To FAIRFID				Please offer customer one vehicle payment for downtime of approximately one month.
FAIRFID	03/18/2008 03:30:18 PM	Call To [REDACTED]				CO advised we have contacted Dealer 405246 and they believe the vehicle is repaired and they will be test driving it tonight or tomorrow morning. CO advised that we will be able to provide Customer with one vehicle payment for being without the vehicle for about a month. Customer states the vehicle was down for about a total of 6 weeks total because he had to have vehicle at dealer prior to this time too. Customer states maybe we can give him a coupon for \$500 off a VW as well. Customer states the lease on his other VW will be up in May. Customer states he doesn't have a payment coupon or a copy of his statement to send for verification of his vehicle payment amount because he does his transactions electronically. CO advised we will look into crediting his account with VW credit as well as a coupon for \$500 towards the purchase of a new VW. CO to research.

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CUSTOMER COMMENT DETAIL REPORT
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FAIRFID	03/18/2008 04:18:17 PM	Call To [REDACTED]				CO advised that we will be able to credit his VIC account and that it could take 30 days to process, Customer acknowledged and agreed. CO advised to make payments as normal and call VIC in a couple of weeks just to verify the payment has been applied. CO advised we will also be mailing Customer a \$500 loyalty voucher for the purchase or lease of a new VW that will be good for 1 year. CO to assign to level 2.
FAIRFID	03/18/2008 04:21:41 PM	Assigned To ccc				Please process the one month vehicle payment with VCI. Also, please send Customer a \$500 loyalty voucher. Customer was seeking more than just one vehicle payment because this vehicle was previously at the Dealer as well. Customer stated he was seeking a coupon towards a new VW because the lease on his second VW would be up in May.
PRENTIM	03/18/2008 04:32:29 PM	Assigned To FAIRFID				Please ask for copy of customer's payment coupon so that we can determine exact payment. Additionally, why are we looking to offer a loyalty voucher when customer is in a brand new 2008?
FAIRFID	03/18/2008 05:02:12 PM	Call To [REDACTED]				CO advised Customer we need verbal authorization to access Customer account information with VCI in order to process his one month vehicle payment. Customer states yes, we may access his account information and make the one month vehicle payment. Customer states he now would like a written letter stating that we are making the one month vehicle payment as well as proving a \$500 loyalty voucher for the purchase or lease of a new VW. CO advised that we can mail a letter stating what we have offered the customer. CO advised Customer should receive letter in 7 to 10 business days. CO to assign to level 2.
FAIRFID	03/18/2008 05:05:51 PM	Assigned To ccc				Please make one month vehicle payment to VCI as well as send Customer a loyalty voucher for \$500.
MENCHAR	03/18/2008 05:39:06 PM	Assigned To MENCHAR				RC verified payment amount with VCI. RC issued check to VCI for 462.22. RC mailed loyalty voucher to owner for 500.00.
MENCHAR	03/18/2008 06:00:07 PM	Assigned To FAIRFID				CO to review and close as appropriate...

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FAIRFID	03/18/2008 06:02:36 PM	Note To ccc				CO reviewed, no further action.
FAIRFID	03/19/2008 03:20:25 PM	Voice Mail To [REDACTED]				CO LVMM. CO advised Customer that we are processing the vehicle payment for \$462.22 and we have mailed the \$500 loyalty voucher which he should receive in 7 to 10 business days. CO advised Customer that we will not mail a letter stating that we are making the one time vehicle payment as a good will gesture, but the Customer can contact VCI to confirm that we have made the payment in the amount of \$462.22. CO advised it may take 30 days for the payment to be processed. No further action.
FAIRFID	03/19/2008 04:56:13 PM	Call From [REDACTED]				Customer states that we have his monthly payment amount wrong. Customer states that the monthly payment goes down every month because Customer pays extra each month. CO advised that we will credit the \$462.22 which is the amount of the next payment due. Customer states he is extremely frustrated because he still has not heard from Dealer 405246 regarding his vehicle being repaired and that we are not providing the 2 payments he requested. Customer states he will be getting a lawyer involved soon. Customer states he may not use the \$500 loyalty voucher we are sending because he may not buy another VW now. CO advised we will follow up with the Dealer again regarding the status of the vehicle repair. CO advised we will follow up with Customer by end of day 03/20 with an update. CO to call Dealer.
FAIRFID	03/19/2008 05:12:52 PM	Voice Mail To Mike		405246		CO LMTRMC. CO advised we are seeking update on vehicle repair because Customer still hasn't heard from Dealer 405246 and the Customer is very upset that the vehicle is not repaired yet. CO to wait Dealer call.
FAIRFID	03/20/2008 11:01:30 AM	Voice Mail From Mike		405246		Service Manager states the final test drive was done late yesterday afternoon and vehicle is repaired. Service Manager states Dealer 405246 will be calling Customer this morning to let Customer know vehicle is ready for pickup. CO to call Customer.
FAIRFID	03/20/2008 11:06:08 AM	Voice Mail To [REDACTED]				CO LVMM. CO advised Service Manager left me a message this morning stating that the vehicle is repaired and ready for pickup. Service Manager states Dealer 405246 will be calling the Customer to let him know vehicle is repaired. CO advised Customer to call CCC with any additional concerns. 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>
SCAVARA	03/21/2008 02:51:30 PM	Note To case reviewed				
	Please advise SM of VW's decision regarding GW then close.					
FAIRFID	03/21/2008 04:15:23 PM	E-Mail To Mike		405246		
	FYI we made one vehicle payment as a one time good will gesture for the customer. No further action.					
FAIRFID	03/25/2008 01:26:02 PM	Voice Mail From [REDACTED]				
	Customer states he picked up vehicle 03/22 from Dealer 405246 and vehicle is still having the same hard shift concern with the transmission as he had 7 weeks ago. Customer states he has filed the paperwork for the lemon law and sent the paperwork to the State Attorney General office as well as to VW Headquarters. Customer states if we would like to get involved to help him out we can call his cell at 561-635-2574. No further action.					
FAIRFID	03/26/2008 04:13:52 PM	Call From [REDACTED]				
	Customer states he would like to know if we would like to get involved with his lemon law proceedings. Customer states he knows some manufacture do get involved. CO advised we do not get involved with the lemon law proceedings and that the Customer would have to contact his lawyer or the state of Florida lemon law procedures. No further action.					
CR_BATCH	03/27/2008 04:00:56 AM	Note To MENCHAR				
	Amount for \$ 462.22 was Posted on 03/26/2008. AP reference number: 40021476					
MARASHS	04/03/2008 08:38:23 AM	Note To ccc				
	scanned mail in doc center from ccc.					

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

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	080279829	Customer Relations	3VWRJ71KX8M [REDACTED]	230		
HERRINB	08/06/2008 01:33:40 PM	Call From [REDACTED]				Complaint 409519 Pr. Part: 3511-Mechatronic Pr. Rsn: H96 (EPC) Warning Light
Customer states the following: Original owner; Current mileage is 238; First VW; Working with dealer 409519, Service Manager's name is Lloyd Scarbro; Vehicle is currently down; Vehicle location-dealership; Vehicle concern/symptoms are EPC light came on; Customer is seeking/expecting an extended warranty or some sort of compensation; Dealer is aware that customer is seeking assistances; Customer states that he purchased this vehicle 4 days ago. Customer states that the vehicle is currently in the shop. Customer states that he was driving around yesterday and the EPC light came on inside the vehicle. Customer states that he took the vehicle to Dealer 409519 and was advised that the valve body needs to be replaced. Customer states that he is not happy at all that the vehicle needs a repair within the 1st week of ownership. Customer seeks for VW to offer an extended warranty or some type of compensation. CO advised Customer that CO will follow-up with Dealer for diagnosis information, and CO will contact Customer by COB on 8/8 with a resolution to his request. CO to email dealer.						Complaint 409519 Part: 3511-Mechatronic Rsn: 95J Length of time for repairs
HERRINB	08/06/2008 01:45:02 PM	Note To CCC				
There is no email address listed on file for Dealer 409519 Service Manager. CO to call Dealer.						
HERRINB	08/06/2008 06:42:07 PM	Call To Brenda		409519		
Dealer 409519 DP advised that Service Manager is not available. CO advised Customer name, and CO direct line. CO to wait for Dealer call.						
HERRINB	08/08/2008 11:01:32 AM	Call To Shirley		409519		
Dealer 409519 DP advised that Service Manager is not available. DP advised that the Dealer is currently waiting on parts to arrive. DP advised that she will have Service Manager call CO. CO to wait for dealer call.						
PABSTM	08/08/2008 02:04:30 PM	Call From [REDACTED]				
Customer asked for an update, as he expected to hear something today, 8/8/08. CA advised that the CO is working towards a resolution for him, and that he doesn't have an update yet, and would call the customer on his cell, by the COB, normally, 5.30pm, EST, today. Customer states that he is Washington state now. CA to forward customer update, (last name spelled correctly).						

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

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

<u>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	08/08/2008 02:08:40 PM	Note To ccc				CA forwarded customer update. CO to wait dealer call.
HERRINB	08/08/2008 05:20:34 PM	Call To [REDACTED]				CO advised Customer that CO does not have an update for Customer at this time. Customer states that he spoke with the Dealer today and was advised that the part is being shipped from Germany with an ETA of mid-week. CO advised Customer that CO is not in the office on 8/14, but can have CO's back-up follow-up on case. Customer states that he would just rather deal with CO, and CO can follow-up on 8/15. CO to call dealer.
PABSTM	08/11/2008 02:59:18 PM	Call From [REDACTED]				Customer states that he is calling for an update, as he doesn't remember when he was told he would receive a call back. CA advised he would receive a call by the COB, 8/15/08, but sooner once we know the part has been received and installed, as the part should arrive mid-week from Germany. Customer states that his car has been at the dealer 1 week, he has owned it 4 days, he has asked for an extended warranty, since his car is already in the shop. CA advised that we are aware of his concerns and his request, that we will look into his request, but it is highly unlikely that we would provide an extended warranty, as we need to first repair the car. Customer states that if he doesn't get what he wants he will just take back the car. CA advised that this is not indicative of the quality of the Jetta, we are aware of his concerns with repairs so soon, we will look into his request and he will receive a call from the CO or his associate by the COB, 8/15/08. CO to call dealer 409519.
HERRINB	08/13/2008 12:52:43 PM	Call To Lloyd		409519		Dealer 409519 Service Manager advised that part arrived and vehicle has been repaired. Service Manager advised that vehicle was down for 8 days. CO to research.
HERRINB	08/13/2008 12:54:28 PM	Assigned To CER				Please evaluate Customer's request for an extended warranty. vehicle was in service for 15 days before it had to go back to Dealer for repairs. Dealer advised that vehicle needed a Mechatronics component. Dealer advised that vehicle was down for 8 days. Wait for Level 2 decision.
PETERSG	08/13/2008 01:34:02 PM	Assigned To HERRINB				The customer has a long warranty term remaining and RC sees no reason to extend that warranty at this time. However, CO my offer the customer \$200.00 in dealer services. (Perhaps the customer could use that money toward the purchase of an aftermarket extended service contract).

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HERRINB	08/13/2008 07:14:46 PM	Voice Mail To [REDACTED]				CO LVMM with Customer advising that there is an update to Customer's case. Please advise Customer that VW will not be able to meet his request for an extended warranty. Please advise Customer that due to the concerns so early in ownership, VW would like to offer Customer \$200 in Dealer services. CO to wait for Customer call.
MANNINM	08/15/2008 05:14:01 PM	Call From [REDACTED]				Customer states he is returning CO call and is seeking an update. CA advised we will not be able to meet Customer expectations for an extension of his warranty but we would like to offer Customer \$200 in dealer services that Customer can use towards the purchase of an EXT warranty if he chooses. Customer states he will accept this. CO to send mail to Customer.
HERRINB	08/15/2008 05:57:45 PM	Assigned To CCC				Please send Customer a Dealer services letter in the amount of \$200.
ROSECRA	08/18/2008 11:36:54 AM	Assigned To BOSLEYJ				
BOSLEYJ	08/20/2008 01:14:00 PM	Note To ccc				CA submitted letter for first review. CA wait for approval.
BOSLEYJ	08/22/2008 09:21:35 AM	Mail To [REDACTED]				CA sent mail to customer. Mail can be viewed in doc center. CO to review and close.
BOSLEYJ	08/22/2008 09:22:30 AM	Assigned To HERRINB				
HERRINB	08/22/2008 09:42:56 AM	Note To CCC				CO reviewed and closed case. No further action.

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2008 Jetta A5 2.0T						
	080292882	Customer Relations	3VWRJ71K18M	8,000		
CLAYTOY	08/21/2008 11:24:11 AM					Complaint 425088 Pr. Part: 1009-Cylinder block Pr. Rsn: 31Q Scheduling Non - Recall Repairs
Customer states she is seeking to document a complaint against dealer 4225088. Customer states every time she comes to dealer 425088 they are not able to repair or do some item because they are short staff. Customer states she brought the vehicle to dealer 425088 in April, May, and July regarding the thumping noise when you brake. Customer states it is the transmission. Customer states previously she took the vehicle to dealer 425088 because the seat belt threading was coming apart. Customer states they ordered the part. Customer states when they asked about then checking thumping noise they advise they could not due to being short of staff. Customer states dealer 425088 was rude to the customer except for one mechanic who went on a test drive so he could hear the thumping noise. Customer states the mechanic advise there is a noise and she should bringing the vehicle back to be diagnosed. Customer states when the mechanic spoke with the assistant manager he advised the dealer is short mechanics and would not be able to diagnose the vehicle. Customer states her husband called in the past and asked if he needed an appointment and they advised no. Customer states the vehicle seat belt is being installed today and she hopes they would be able to diagnose the thumping noise with the transmission. Customer states dealer 425088 assistant manager Marvin assumed the customer wanted a loaner vehicle and advised there were no loaners available. Customer state she had a ride and this example of dealer rudeness. CO advised the customer she would want to make an appointment to have the transmission diagnosed. CO advised the customer of VW dealer 425161 who might be able to repair the vehicle sooner. Customer states that is 2 hours away from her home. CO advised the customer VW would forward the customer's complaint to dealer 425088 and VW CCC would call the customer with in by 8-25-08. CO advised the customer VW is not able to alter or change the dealer 425088 scheduling.						Complaint 425088 Part: 6913-3-pt belt with tensioner Rsn: S29 Material sags/loose/parting seams - Driver
CLAYTOY	08/21/2008 12:01:07 PM Continued Comment With					Complaint 425088 Part: 3730-Transmission ECM Rsn: 10T Unusual transmission noises
Customer states one time she complained about the thumping nosie in the past and they did not even put in on the repair order. Cstomer states is seeking to know about the lemon law. CA advised the customer the CO is not verse in the law. CO advised the customer of the Consumer Procetectin Booklet has some informaton about lemon law. Customer states dealer 425088 did so a couple of repairs in the past but it did not correct the thumping nosie. CO to e-mail dealer 425088.						Complaint 425088 Rsn: 85J Treatment by Personnel
CLAYTOY	08/21/2008 02:01:13 PM Note To CCC					
dealer e-mail error. listen error calling external object functioin logon at line 55 im ue- send evvent of object dw- email of ou outlook. CO to call dealer 425088.						

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CLAYTOY	08/21/2008 02:11:10 PM	Voice Mail To Jack Scott		425088		CO LMTRMC. CA advised the customer's name, last 8 of the VIN and the CO direct phone number. CO advised the customer's complaint. CO advised the service manager the CO e-mail would not work and this is why he is being called instead of being e-mailed. CO to wait for dealer 425088 e-mail.
CLAYTOY	08/22/2008 12:36:02 PM	Call To Jack Scott		425088		CO advised the customer's complaint. Service Manager advised the just diagnosed the transmission yesterday and ordered the transmission control module. Service Manager advised they did not hear the thumping noise but tech line believes this is what cause the thumping noise. Service Manager advised the customer a mega tonic unit replaced in transmission previously and the customer is saying the same thumping noise it made previously is the same thumping noise the transmission is making now. Service Manager advised parts could not be ordered after 1 Part Manager Central Standard time so dealer 425088 is ordering the part today. Service Manager advised the customer vehicle is able to be driven. CO to call the customer.
CLAYTOY	08/22/2008 12:48:17 PM	Voice Mail To [REDACTED]				CO advised the customer VW CCC forward the customer's complaint to dealer 425088. CO advised the customer the service manager advised they diagnosed the vehicle yesterday for the transmission. CO advised the customer dealer 425088 ordered a transmission control module for the transmission. CO advised the customer when the part arrives dealer 425088 would call the customer to set up an appointment to have the part installed. No further action.
HERRINB	08/22/2008 04:48:49 PM	Call From [REDACTED]				Customer states that she would like to speak with CO. CA to call CO.
HERRINB	08/22/2008 04:49:16 PM	Call To Yulonda				CA attempted to reach CO, but CO was not available. CA to return to Customer.
HERRINB	08/22/2008 04:49:33 PM	Return To [REDACTED]				CA advised Customer that CO was not currently available. CA advised Customer Dealer 425088 Service Manager advised that he was going to be ordering a transmission control module. Customer states that is not true, as her husband just got off the phone with the Dealer and was told that there is nothing wrong with the vehicle. Customer states that her husband was told to come pick up the vehicle. Customer states that she feels that no one is looking out for her. CA advised Customer that CO will follow-up with the Dealer for more information and will follow-up with Customer by COB on 8/26. CO to call Dealer.

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CLAYTOY	08/25/2008 04:30:49 PM	Call To Jack Scott		425088		CO advised VW CCC advised the customer the service manager advised the transmission control module was ordered for the customer and the customer states this is not true because her husband received a call from d4ealer 425088 advising there is nothing wrong with the vehicle and come pick up the vehicle. Service Manager advised he would call the CO back later because he needs to research. CO advised the Service Manager of the CO direct phone number. CO to wait for dealer 425088 call.
CLAYTOY	08/25/2008 04:39:13 PM	Call To Jack Scott		425088		Service Manager advised the tech spoke with tech line and they advised a software update is needed and the this is what was performed. Service Manager advised the vehicle is working to manufacture specifications. Service Manager the technician even spoke with the [REDACTED] and he was ok with the vehicle. CO to call the customer.
CLAYTOY	08/25/2008 04:42:51 PM	Call To [REDACTED]				CO advised the customer delaer 4225088 adviesd they spoke with the customer and advised they software update is what needed not transmission control moduel. Customer states yes they did call him. Customer states dealer 425088 advised teh customer to drive the vehicle for two weeks but the vehicle is still making the noise. CO advised to take back to dealer 425088 for diagnosis. Customer states he drive the vehicle for two weeks first. CO advised if he calls VW CCC back when he takes the vehicle back in for diagnosis then VW CCC would follow up on teh repair. No further action.

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2008 Jetta Wolfsburg Edition						
	080321266	Customer Relations	3VWRA71K58M	4,900		Inquiry 426101
BRISBOA	09/17/2008 12:30:47 PM	Call From				Pr. Part: 3877-Valve block Pr. Rsn: 18Q Product Knowledge
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealer 426101; services the vehicle as recommended; Vehicle jolts when you are coming to a stop; Feels like the transmission goes from 5 to 1 when stopping. Customer is seeking/expecting for vehicle to be repaired; working with Ben. CO advised will contact dealer to verify what technical resources are being utilized; A ticket with techline can be opened for concerns dealer isn't able to find. Follow up today for appointment time. CO to call dealer, no template for concern.						
BRISBOA	09/17/2008 12:42:44 PM	Voice Mail To Vince		426101		Inquiry Part: 3735-Automatic transmission Rsn: T01 Auto/Hybrid - Shifts roughly
CO advised SM that customer is looking to bring vehicle in today to be looked at. Provided direct line, reference number and customer information. CO to wait dealer call.						
BRISBOA	09/17/2008 12:52:42 PM	Call From Vince		426101		
Service Manager states received VM from CO. CO advised of customer concerns. Service Manager states customer states vehicle shifts to hard; Vehicle has only a couple thousand miles on it; Needs to adjust to customer; Operating to specifications; No codes shown on computer; Test drove with customer, had a funny feeling; Set vehicle to basic setting. CO advised if customer can bring vehicle in today. Service Manager states expecting vehicle today, has rental set up already; No charging customer for diagnosing. CO to call customer.						
BRISBOA	09/17/2008 01:09:07 PM	Call To				
CO advised spoke with Service Manager and was advised rental vehicle waiting; Ticket with techline will be opened; Will follow up with dealer on tomorrow; Contact customer by COB on Friday. Customer states if ticket for techline ever been opened for concern. CO advised this will be the first contact with techline. CO to follow up.						
BRISBOA	09/18/2008 06:14:44 PM	Call To dennis		426101		
CO advised of current diagnosis. Service Manager(assistant) states able to verify customer concerns; Valve body order; On red order, no ETA of when it will arrive. CO advised if customer is aware of situation. Service Manager states Service Advisor spoke with customer earlier today. CO advised will follow up with Service Manager on Monday. CO to follow up.						

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BRISBOA	09/19/2008 11:41:04 AM	Voice Mail To [REDACTED]				CO advised concerns were verified; Dealer waiting on part, should arrive next week. Contact CCC for any questions. Will follow up on Tuesday 9/23 by COB. CO to follow up.
BRISBOA	09/23/2008 12:46:38 PM	Call To Sandy		426101		CO advised if part came in. Service Advisor states part is on red order and due to be delivered on 9/29. CO advised was told yesterday for part to be delivered; Maybe Service Advisor meant to say the next Monday. CO to call customer.
BRISBOA	09/23/2008 03:49:12 PM	Voice Mail To [REDACTED]				CO advised part is due to arrive on Monday; Will follow up Tuesday 9/30 to ensure vehicle was repaired; Any further questions/concerns contact CCC. Provided CCC, EXT and reference number. Follow up 9/30 by COB. CO to follow up.
BRISBOA	09/30/2008 03:32:05 PM	Call To Craig		426101		CO advised if part came in and if vehicle was repaired. Service Advisor states that vehicle is currently being worked on. CO advised if Service Advisor can contact CO once repairs are completed. Service Advisor states will contact CO. CO advised of direct line. CO to wait dealer call.
BRISBOA	09/30/2008 04:38:56 PM	Call To [REDACTED]				CO advised spoke with Service Advisor and was informed that vehicle is currently being worked on; Has she received a call. Customer states that she received a call yesterday stating the part was in and the vehicle would be repaired by Wednesday morning. CO advised will follow up tomorrow to see if vehicle was picked up and if is running ok. Customer states thanks CO for assistance. CO to follow up.
BRISBOA	10/01/2008 05:12:22 PM	Call To Vince		426101		CO advised if vehicle is repaired. Service Manager states Midtronics was replaced; Vehicle is ready for pickup; Customer due to pickup today. CO to call customer.
BRISBOA	10/01/2008 06:21:37 PM	Voice Mail To [REDACTED]				CO advised if vehicle was picked up and how is it running. LMTRMC. Provided CCC, EXT and reference number. CO to wait customer call.

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BRISBOA	10/02/2008 01:11:59 PM	Call From craig		426101		
Service Advisor states vehicle is repaired and picked up; Everything operating correctly. CO to call customer.						
BRISBOA	10/02/2008 05:21:09 PM	Call To Lady				
Customer unavailable left message to call CO. CO to wait customer call.						
BRISBOA	10/02/2008 05:47:44 PM	Assigned To .				
Please send BBB letter.						
ROSTEKE	10/03/2008 07:57:45 AM	Assigned To BOSLEYJ				
BOSLEYJ	10/06/2008 11:48:06 AM	Mail To Ms. [REDACTED]				
Letter generated and sent. CO to review and close.						
BOSLEYJ	10/06/2008 11:48:43 AM	Assigned To BRISBOA				
BRISBOA	10/06/2008 01:05:11 PM	Note To ccc				
CO reviewed. No further action.						

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2008 Jetta Wolfsburg Edition						
[REDACTED]	080372131	Customer Relations	3VWRA71KX8M [REDACTED]	6,935		
SHEARDA	11/12/2008 02:25:33 PM	Call From Ms [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned one vehicle(s); Does not maintain the vehicle at our dealer; services the vehicle as recommended; has not experienced multiple vehicle issues; has a service contract; Customer states that the lights on the instrument cluster were blinking and the vehicle would not come out of park; states that she was advised that the part had to be ordered and may arrive on Thurs., and repairs might be completed by Fri., 11/14/2008.; Customer is seeking/expecting for us to cover the additional cost of the rental as this is a manufacture short coming; working with Mike; this customer perceives this to be a premature failure; customer states she went to the rental company and they only had trucks; states that she was given the truck at economy price however the cost is \$5, more and then there is a \$5, homeland security charge; customer states that the rental may cost her \$60, and that the dealership has advised that the vehicle may be repaired; customer states also states that she had called the dealership before going as this is the closest one to her job; states she was advised to bring the vehicle, however when she got there the DP was rude and advised he did not have time for this today. CO apologized to the customer for the treatment of the dealership personnel; advised customer that we understand that \$25 a day, for a manufacture short coming, excluding taxes and insurance; advised that we know this is not the kind of vehicle she is used to driving, however we will not be able to meet her request. Customer stated dissatisfaction; states she has hated the vehicle since she purchased it; states she is going to make a big stink about this to all of the news papers and she will never purchase another VW. No further action						Complaint 408228 Pr. Rsn: 75G Complaint about Offer
						Complaint 408228 Part: 3730-Transmission ECM Rsn: 36A Rental/Loaner
						Complaint 408228 Part: 3730-Transmission ECM Rsn: T07 Auto/Hybrid - Gearshift hard to operate
						Complaint 408228 Part: 3730-Transmission ECM Rsn: H98 Other Warning Light
						Complaint 408228 Rsn: 85J Treatment by Personnel
FOXK1	11/24/2008 09:59:11 AM	Mail To AG, VW				
VW-2008/11-058742. [REDACTED] notes her new VW purchase has been the biggest disappointment as she has been treated poorly by Three County Volkswagen and Customer Care. She had an manufacturing issue with the transmission, she asked the dealer to provide a loaner, but they did not have a loaner at the time, so they sent her to rent a vehicle. We only pay \$25.00 but the rental was costing her \$35.00 a day and only a truck was available costing her \$30.00 in fuel. [REDACTED] feels she should not have to be responsible for these charges. She returned the rental after 3 days even though the vehicle was not ready for 5. When she arrived at the dealer they had lost her key and had to wait 50 minutes to locate it. When she got into the vehicle the computer had not been reset.						
FOXK1	11/24/2008 10:16:51 AM	Voice Mail With [REDACTED]				
LMTRMC. Call customer.						

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FOXK1	11/24/2008 10:18:21 AM	Call To [REDACTED]				
	Customer provided wives cell number, [REDACTED]. Call customer.					
FOXK1	11/24/2008 10:20:05 AM	Voice Mail With [REDACTED]				
	LMTRMC. Advised will be out the remainder of the day, returning tomorrow. Transfer to me at x 43432. Wait for customer call.					
CONLINR	11/25/2008 10:47:35 AM	Call From [REDACTED]				
	Customer states seeking to speak with ES. CA to call ES					
CONLINR	11/25/2008 10:48:05 AM	Call To Katie				
	ES unavailable. CA to return to Customer					
CONLINR	11/25/2008 10:48:36 AM	Return To [REDACTED]				
	CA advised ES unavailable. Customer states seeking for ES to call her on her cell phone. CA advised would make ES aware of this and ES would follow up with Customer when available. ES to call Customer					
FOXK1	11/25/2008 11:05:51 AM	Call To [REDACTED]				
	ES advised of apology for her early vehicle concerns, let her know it is our desire to turn this around, seeking her to fax her rental agreement and proof of payment. Customer advised she will do that, she tired to be accommodating when making the appointment with 408228, but when she got there she felt attacked for brining the vehicle there, she would have never brought the vehicle to them, a friend checked them on the Internet and found a lot of complaints, we need to seriously look at this dealer as they are giving them a bad name, there was only one polite person, she believes he was the service manager, everyone else thought it was a big joke that they lost her key, will fax later today. Wait for fax.					
CAMILOM	11/26/2008 11:11:29 AM	FAX From [REDACTED]				
	Fax in doc center.					
FOXK1	12/02/2008 08:20:33 AM	FAX From [REDACTED]				
	Customer faxed repair order and rental agreement. RO opened 11/10 and closed 11/14, 5 Days, at 6,935 miles, control module in shift ASMB shorted, mechanism, selector linkage removed and installed. Customer did not include proof of payment, payment information states (\$20.00), Visa, pending, \$50.00, Visa. Call Rental Company.					

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FO XK1	12/02/2008 08:29:16 AM	Call To Enterprise				Advised the total bill was \$105.00, dealer covered \$25/day, total \$75.00, customer paid \$5.00 per day for rental and \$5.00 per day for Homeland security tax, total customer pay was \$30.00. Call customer.
FO XK1	12/02/2008 08:32:58 AM	Call To [REDACTED]				ES contacted the customer and confirmed she paid \$30. Customer confirmed that is correct. ES advised we can reimburse her the \$30 or we can send her a \$50 dealer service credit. Customer accepted the dealer service credit. Generate letter.
FO XK1	12/02/2008 08:38:15 AM	Note To Generated letter				ES generated dealer service letter for \$50.00. You can view it in the document center. No further action.
FO XK1	12/02/2008 08:38:47 AM	Note To CCC				We contacted [REDACTED] to apologize for her early vehicle experience. We let [REDACTED] know we appreciate her and will offer to cover the \$30.00 she paid for rental. We offered to reimburse her or to provide her with a \$50.00 dealer service credit in an attempt to turn the experience around. [REDACTED] accepted the dealer service credit.
DECLERC	12/12/2008 10:28:00 AM	Call From [REDACTED]				Customer requested to speak with CO. CA to call.
DECLERC	12/12/2008 10:28:21 AM	Call To FoxK1				CA reached voicemail. 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>
DECLERC	12/12/2008 10:28:42 AM	Return To	[REDACTED]			<p>CA advised that Executive is either away from desk or assisting another customer and offered to assist. Customer advised that she is getting her lawyer involved with this concern: the vehicle that she currently has possession of is not the same vehicle VIN number as the one that is listed on her paperwork. Customer advised that she is driving a vehicle that she does not own; took vehicle to DLR 408272 for service; they entered the VIN and never said a word to the customer as this not matching up by the name; wrote to Germany regarding the treatment she received at DLR 408727 and got favorable results. Customer would like Executive to call her back regarding this concern to see if some resolution can be found. CA advised that CA will request a call back today if possible, at the very latest it would be by COB on Monday, Dec. 15. Executive to review call customer.</p>
DECLERC	12/12/2008 10:42:44 AM	Face-To-Face With BickmanD				<p>CA was advised that Executive is out today; and suggested to CA that we call customer and get her to fax copy of her purchase agreement. CA to call customer.</p>
DECLERC	12/12/2008 10:43:34 AM	Call To	[REDACTED]			<p>CA advised customer to CO is out today and requested that she fax over copy of her purchase agreement. Customer agreed to do so. CA provided fax and case numbers. CA to wait for fax.</p>
GJONAJC	12/15/2008 02:59:15 PM	Call From	[REDACTED]			<p>Customer is seeking to speak with executive . CA to call executive.</p>
GJONAJC	12/15/2008 03:00:08 PM	Call To Ms Fox				<p>CA attempted to reach executive. CA to return to customer.</p>
GJONAJC	12/15/2008 03:00:33 PM	Return To	[REDACTED]			<p>CA advised executive is assisting another caller. Customer states: did not fax the information as she has allot of personal information on the paperwork. Customer is seeking a call back at [REDACTED] CA advised: will note she called and have executive office contact her back. Executive to call customer.</p>

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SHEARDA	12/16/2008 11:36:22 AM	Call From [REDACTED]				Customer seeking to speak to ES/RC. CA to call ES/RC.
FOXK1	12/16/2008 11:45:33 AM	Call From [REDACTED]				Customer advised 408261 put the wrong VIN on her sales contract, the vehicle she is driving is not the VIN on her contract, the dealer gave her the wrong vehicle, they want her to come in and sign a new contract, she refuses to do this, this is now a legal issue, she ran a carfax on the other VIN and it was broken into at some point, possibly the other customer is having a legal issue, she has consulted an attorney and has been given direction, she wanted to report to us the dealer fraud, she is concerned with the dealer service voucher we sent her as she may end up with a different VIN, she sent this to Germany as well, she wants everyone to know about this, and she intends to ask the dealer for a new car. ES advised of apology for her concerns, let her know this will be noted and will be forwarded, AG will forward her contact to the ES and the ES will call her to acknowledge receipt, mistakes can occur, but if she feels this is a legal issue she needs to do what she feels is best for her, the dealer is responsible to correct a sales concern. Customer acknowledged and appreciated us speaking to her. ES encouraged her to call if she has any other questions or concerns, the voucher is good no matter what the VIN, if any dealer has issue with it, they can call us. Send to SOM.
FOXK1	12/16/2008 11:58:38 AM	E-Mail To James				ES forwarded feedback to 408261's SOM. No further action.
HERRINB	12/16/2008 01:51:11 PM	Call From [REDACTED]				Customer states that she would like to speak with ES. CA advised Customer that CA will attempt to transfer Customer to ES line, or Voicemail if ES is not available. CA to call ES.
HERRINB	12/16/2008 01:51:31 PM	Transfer To K. Fox				CA transferred Customer to ES. ES to continue conversation.
FOXK1	12/16/2008 01:55:55 PM	Call From [REDACTED]				Customer advised she forgot to add that when she had the work done at 408228 when she did a carfax report on her VIN that she is driving she saw all sorts of repairs that were not done, like airbag and steering column. ES advised will note. No further action.

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09/23/2009

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FOXK1	01/09/2009 08:42:19 AM	E-Mail From [REDACTED]				Customer sent additional correspondence to Germany, customer advised the dealer in error in the VIN, she has been driving and paying for someone else's vehicle, this error should have been found while she was in for warranty work, they contacted VCI to get information on the title and they had no answers either, she thought Volkswagen was a good product and name sadly again I have to state I am highly disappointed and will never purchase a Volkswagen again. Call customer.
FOXK1	01/09/2009 09:26:12 AM	Call To [REDACTED]				ES seeking to follow up on the VIN discrepancy. Customer advised it was resolved, she got a new car, but she will not be able to use the certificate we sent her. ES advised yes she can, that it has her name on it, if the dealer has issue to have them call us for clarification, she can use it on any of her VW's. Customer thanked for the follow up. No further action.

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2008 Jetta Wolfsburg Edition						
	090050686	Customer Relations	3VWRA71K48M	4,000		
SHORTK	02/24/2009 01:40:28 PM	Call From				Complaint 408152 Pr. Part: 4653-Rear brake disc Pr. Rsn: 71G Brake Noise
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 experienced multiple vehicle issues; No additional warranty/Service contract; brakes squeal and heater doesn't work properly; Customer is seeking/expecting vehicle to be repaired; working with na; this customer perceives this to be a premature failure; Customer states VEH is currently at DLR 408152 for transmission concern. Customer states DLR advised brake squealing is normal for his vehicle. Customer states he does not agree that brakes should squeal on a new vehicle. Customer states his vehicle takes a long time for the heat to work. CO advised customer RCM will evaluate his concerns and contact him by COB 2/25/09. CO to escalate to RCM.						Complaint 408152 Part: 8270-Heat exchanger Rsn: H05 Heater doesn't get hot enough
SHORTK	02/24/2009 01:41:53 PM	Assigned To ccc				Complaint 408152 Part: 1560-Intake valve Rsn: 50E Shuddering/Shaking
Customer seeking VEH concerns to be addressed. Customer states DLR 408152 advised brake noise concern and heater not working properly are normal for his vehicle. Customer can be reached at RCM to email DLR						Inquiry 408152 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
ZIEHMEC	02/24/2009 02:08:00 PM	Assigned To EDWARDAM				
Assigned for handling.						
EDWARDAM	02/25/2009 01:58:45 PM	Call To Steven (Assist. SM)		408152		
RCM advised is calling on Customer's vehicle concerns; Customer states it's with them now for transmission concerns; has compliant of heat concern and brakes squealing. Service Advisor advised they are waiting for a valve body which is on backorder now; one did come in for it which was broken in the box; vehicle has been down 10 days now; brake concerns they have found are operating to specifications and just build up of moisture on them; couldn't verify the heat concern, but will attempt to look over it when part comes in. RCM to follow up with Customer.						

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PABSTM	02/25/2009 03:59:07 PM	Call To [REDACTED]		408152		RCM advised that dealer 408152 is waiting for a valve body, that the noisy brakes have been inspected, they did find moisture build up, other wise the brakes are operating as designed, and that once the car is repaired, the heat will be checked. Customer states that he was told the brake noise was normal, and he doesn't believe a brand new car should have squealing brakes. RCM advised that some of our brakes do make a noise, would not be able to address what he was told, as not knowing who told him the information, that we will have the brakes re-addressed by the dealer prior to returning the car, that in allowing time for the arrival of the valve body, installation and heat diagnosis, we will call him with any updates by the COB Monday, 3/2/09, at the latest, certainly sooner if there is an update. RCM to call dealer 408152.
GHIDROA	03/02/2009 01:05:04 PM	Return Call From [REDACTED]				Customer states: he has just spoken with Dealer 408152 and was advised that the entire transmission needs to be replaced; customer is dissatisfied with the vehicle. Customer seeking: for VW to refund the purchase price of the vehicle to the customer or to replace the vehicle. CA advised: will transfer the call to RCM, in case RC is assisting other customers, call will be forwarded into RCM voicemail. Customer states: he would not like to leave a voicemail message. CA to transfer the call.
GHIDROA	03/02/2009 01:12:08 PM	Call To Amanda				RCM is assisting other customers. CA to return to owner.
GHIDROA	03/02/2009 01:12:42 PM	Return To [REDACTED]				CA advised: RCM is assisting other customers; will submit information and customer's request to RCM; RCM will follow-up with customer by COB today 03-02-09 on customer's cell phone. Note to RCM: customer is seeking for VW to refund the purchase price or to provide a different vehicle to customer due to the fact that extensive transmission replacement needs to be completed. RCM to contact Dealer.
EDWARDAM	03/02/2009 01:24:39 PM	Call To Jeff (Assist. SM)		408152		RCM advised is following up on Customer's vehicle; we've been waiting on a valve body, now not working and needing a new transmission. Service Advisor advised they received the valve body; installed it on Saturday; test drove it and it's doing the same thing; gave the Customer his opinion with his experience this usually will result in the transmission needing to be replaced; Customer then requested to be put into another vehicle; will be contacting techline on this one again; no ETA on it as of now. RCM to follow up with customer.

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EDWARDAM	03/02/2009 04:18:05 PM	Call To [REDACTED]				RCM advised is following up on his case; knows he spoke with CA today and was advised by Dealer 408152 the transmission needs to be replaced; did speak with Service Advisor at Dealer who advised the intake valve did resolve the concerns and are working with our technical assistance helpline to determine if the transmission does indeed need to be replaced; understands his request to be taken out of the vehicle and placed with another which RCM will research for him; would not like to set false expectations as we do not have a program where we can take a Customer out of a vehicle, but will research this; would like to provide follow up of COB Wednesday, 3/4 with further information. RCM to follow up with field.
EDWARDAM	03/03/2009 10:08:25 AM	E-Mail To Bob McLoughlin				RCM sent action required e-mail to FOM due to Customer's vehicle being down now 16 days and valve body replacement did not rectify his concerns; provided Customer's request for VW to refund the purchase price or to provide a different vehicle. RCM to wait field contact response.
EDWARDAM	03/03/2009 03:35:15 PM	E-Mail From Bob McLoughlin				I do not have an open VTA for this vehicle ??? I will call the dealer and get back to you . Bob RCM to wait further follow up from field.
EDWARDAM	03/04/2009 02:01:42 PM	Call To Jeff (Assist. SM)		408152		RCM advised seeking if there is any further information on Customer's vehicle. Service Advisor advised it was picked up yesterday; didn't need any further repairs; tech felt vibration in the shifting thinking it was the transmission, but that is a normal chararistic; knows Customer complaining of brakes and heat; both are operating per specifications; the brakes have build up of condensation after sitting over night. RCM to call Customer.
EDWARDAM	03/04/2009 02:03:38 PM	E-Mail To Bob McLoughlin				RCM sent follow up e-mail to FOM advising vehicle was picked up yesterday; no further repairs were needed at this time; will advise Customer we will continue to work within the terms of the warranty and offer vehicle payment. RCM to call Customer.

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EDWARDAM	03/04/2009 02:17:44 PM	E-Mail From Bob McLoughlin				
This is the last communication						
Bob						
From: Jeffery Deemer						
Sent: Wednesday, March 04, 2009 11:01 AM						
To: Mike Klis; McLoughlin, Robert						
GOOD MORNING BOB,						
I MAY BE ABLE TO SHED SOME LIGHT ON THIS ONE. THE VEHICLE CAME IN ON THE NIGHT OF THE 16TH & WE DIAGNOSISED A FAULTY TRANS VALVE BODY ON THE 17TH & ORDERED IT ON THE 18TH. THE PART WENT BACKORDER ON THE 19TH & WE RECEIVED IT ON THE 20TH BUT IT WAS DAMAGED. WE REORDERED IT ON THE 23RD DUE THE WEEKEND. WE GOT IT IN ON THE 26 AND WAS FINISHED UP ON THE 28TH. AFTER INSTALLING IT, JIM ROAD TESTED IT BUT FELT THERE MAY BE A ISSUE SO WE RECHECKED I TON MONDAY. ALL OK.						
IF YOU HAVE ANY FURTHER QUESTIONS PLEASE CALL ME.						
ALSO AS A NOTE, THE GENTELMAN AT TECH LINE HAD CLOSED THE CASE BEFORE THE VEHICLE WAS COMPLETED.						
Wednesday, March 04, 2009 9:30 AM						
To: McLoughlin, Robert						
Cc: Jeffery Deemer						
Jeff,						
Please address this and inform us what happened here with sop and why it took so ling, thanks						
Mike Klis * Service Manager * NTVS * 716-836-4600, ext. 120 * m.klis@northtownauto.com * Fax 716-614-3818						
From: McLoughlin, Robert						
Sent: Tuesday, March 03, 2009 8:28 PM						
To: Mike Klis						
My concern is that the vehicle was down (16) days ? Why would parts take so long ? The customer contacted CC, and that is why I am asking.						

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Bob						
From: Mike Klis Sent: Tuesday, March 03, 2009 5:06 PM To: McLoughlin, Robert						
Customer picked up vehicle less than an hour ago and customer was given by me a free lof and tire rotation due to parts being damaged in box when factory shipped that was on back order and had to order another one. Just a valve body was changed. Customer was in a loaner vehicle, so he was not inconvenienced.						
RCM to call Customer.						
EDWARDAM	03/04/2009 04:41:25 PM	Voice Mail To				
RCM LMTRMC. RCM advised was following up to discuss his case; understands his vehicle is repaired and he has picked it up; provided CCC phone number, case #, and shift hours. RCM to advise that we would not be meeting the Customer's expectations with taking back the vehicle or replacing it; we would continue to work within the terms of the warranty, however, would like to offer a vehicle payment as a goodwill gesture. RCM to wait Customer call.						
DECLERC	03/05/2009 04:06:57 PM	Return Call From				
Customer requested to speak with RCM. CA to call.						
DECLERC	03/05/2009 04:07:18 PM	Transfer To Amanda				
CA transferred customer into RCM voicemail. RCM to speak with customer.						
EDWARDAM	03/06/2009 10:36:49 AM	Voice Mail From				
Customer LVMM. Customer states seeking call back RCM to call Customer.						
EDWARDAM	03/09/2009 04:25:36 PM	Voice Mail For				

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ZIEHMEC	03/10/2009 10:40:52 AM	Voice Mail To				RCM advised customer to call CCC for an update. Please attempt to transfer customer to RCM back up (43577), if RCM back up is not available transfer to original RCM or their voice mail. RCM to advise: VW will continue to work with in the terms of the warranty, but VW is able to offer a vehicle payment as a goodwill gesture; he would need to fax or mail in a copy of the payment stub. No further action, pending customer call.
STATONJ	03/10/2009 01:39:29 PM	Return Call From				Customer seeking update. CA to transfer to RCM per notes.
STATONJ	03/10/2009 01:40:25 PM	Transfer To Ziehmer - RCM				CA transferred Customer to RCM. RCM to speak with Customer.
ZIEHMEC	03/10/2009 01:41:45 PM	Return Call From				RCM advised customer: VW will continue to work with in the terms of the warranty as the vehicle is operating to manufacture specifications, but VW is able to offer a vehicle payment as a goodwill gesture; he would need to fax or mail in a copy of the payment stub; brakes have condensation on them and driving and breaking will take care of this, but there can sometimes be a noise when first driving it. Customer states: he is not happy with the vehicle; he will take the vehicle payment; seeking to know if he can take it to another dealer for a 2nd opinion. RCM advised customer: he can take it for a 2nd opinion but he may be responsible for a diagnosis fee if the vehicle is found operating to specifications again. Customer states that he is seeking to know if he could have been charged for the recent diagnosis. RCM advised customer that he could have. Customer states that he is seeking to know how long breaks are covered for. RCM advised customer they are covered for 12/12K WCF for manufacture shortcoming. Customer states that he is seeking the address. RCM advised customer of address. No further action pending customer mail.
LANDRYK	03/16/2009 11:39:10 AM	Attached Mail From				Scanned mail in doc center
HAWLEYD	03/16/2009 12:40:30 PM	Note To Generated check				Acct # / VIN # 3VWRA71K48M / VW is providing 1 vehicle payment to customer due to early transmission concern. Total -\$ 338.49

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CR_BATCH	03/19/2009 04:00:24 AM	Note To HAWLEYD				
Amount for \$ 338.49 was Posted on 03/18/2009. AP reference number: 40015562						

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2008 Jetta A5 2.0T [REDACTED]	090075702	Mediation/Arbitration	3VWRJ71K98M [REDACTED]	19,722		Unknown 407456 Pr. Part: 3735-Automatic transmission Pr. Rsn: T05 Auto/Hybrid - Shifts up/down too often
GELFUSB	03/25/2009 02:19:54 PM	Attached Mail From Alex Simanovsky Rec'd atty demand, listed concerns as transmission, engine, check engine light and electrical. Included ROs: 10/9-23 - Transmission will not pull - dlr replaced mechatronics 10-23-27 - Transmission will not pull - replaced transmission 11/6-10 - MIL on, no power - dlr found loose hose and reattached. 2/13-20 - trans will not pull, replaced faulty CV joint.				Unknown Rsn: H22 Technical Issue (Med/Arb only)
GELFUSB	03/25/2009 03:13:32 PM	Call To Lisa Brown She is not familiar with the vehicle, but since the transmission issues happened last year she just may not remember it. She is going to call the dlr to see if there is anything they can add. Told her i would let her know the outcome.				Unknown 407456 Part: SCV1-SPECIAL CODE -CORPORATE USE ONLY Rsn: 54Q Extensive Repair History
GELFUSB	03/25/2009 03:22:05 PM	E-Mail To Alex Simanovsky Alex, I have a few questions about [REDACTED] and his vehicle. First, is there a current issue with the vehicle? Also, what is the current mileage. Lastly, what is the customer seeking, looking at what the mileage was a month ago and estimating some figures, he would owe us for a repurchase. Let me know what your client is seeking and I will see what I can do. Regards, Bonnie				
GELFUSB	04/02/2009 01:26:49 PM	E-Mail To Alex Simanovsky Alex, I haven't heard anything from you regarding this. Can you let me know what the status is?				

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GELFUSB	04/03/2009 12:55:30 PM	E-Mail From Alex Simanovsky				
Bonnie,						
Sorry. I thought I had followed up with you about this one.						
Current miles: 19,722						
Current issues: engine, transmission, hesitation						
[REDACTED] would be willing to resolve the claim for cash settlement of \$7,000 (inclusive) and an extended warranty on the vehicle. Please let me know.						
Thanks, Alex						
GELFUSB	04/03/2009 01:08:48 PM	E-Mail To Alex Simanovsky				
Alex,						
I will get our factory representative involved with any needed repairs and offer \$4000 inclusive. Let me know if they want to arrange an appointment with the vehicle.						
GELFUSB	04/09/2009 10:45:25 AM	E-Mail To Alex Simanovsky				
Asked if there is an update.						
GELFUSB	04/14/2009 08:44:33 AM	E-Mail From Alex Simanovsky				
I sent you a counter-demand of \$6000 inclusive plus factory repair on 4/6/09. Please let me know.						
Thanks, Alex						

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GELFUSB	04/14/2009 09:21:07 AM	Call To Lisa Brown				
Advised her that atty is seeking repairs with the cash settlement, she asked if the veh could go to 407458 instead, more competent tech just incase she can't get a FOM there. Advised her I would find out.						
GELFUSB	04/14/2009 09:22:15 AM	E-Mail To Alex Simanovsky				
Sent revised offer for \$6k inclusive of fees and this message: Alex,						
Here is the offer for cash settlement. Would it be possible for your client to bring his vehicle to Hallmark Volkswagen at Cool Springs in Franklin TN for repairs? If so, let me know, also, let me know what the dealer will be specifically addressing. We will repair any warrantable concern.						
Regards,						
Bonnie						
GELFUSB	04/21/2009 09:10:53 AM	Attached Mail From Alex Simanovsky				
Rec'd signed acceptance.						
GELFUSB	04/21/2009 09:25:34 AM	Approved By bg				
Req'd ck.						
ANGERK	04/23/2009 01:19:04 PM	Assigned To GELFUSB				
Check # [REDACTED] for amount \$6,000.00 received. Forwarded check to advocate for handling						
GELFUSB	04/23/2009 02:49:20 PM	Call To Alex Simanovsky				
He was out of the office, left msg for assistant Melissa, the check is in only the customer's name, asked if that was OK or if new check needs to be cut for atty and owner.						
GELFUSB	04/23/2009 03:34:39 PM	Call From Melissa Carter				
It's fine that only the cust name is on the check.						

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GELFUSB	04/23/2009 03:34:59 PM	Mail To Alex Simanovsky				
EON, sent check.						
ARMITAR	04/28/2009 03:20:59 PM	Note To CCC				
scanned file to doc center.						

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2008 Jetta A5 2.0T [REDACTED]	090083750	Customer Relations	3VWRJ71K68M [REDACTED]	11,075		
MULLIGM	04/03/2009 02:56:31 PM	Call From [REDACTED]				Complaint 422595 Pr. Rsn: 78G Complaint about Product
Customer states 2nd VW; family owns another; works with Dealer 422595; very upset with vehicle; VCI advised her to call CCC; she just had vehicle mechatronics replaced because vehicle was not running right; vehicle was down for 11 days; now her radio is not working; has not had a chance to take vehicle to Dealer for radio yet; vehicle leased and very well cared for; dissatisfied she is paying for brand new vehicle that shouldn't have so many concerns; seeking for VW to credit her payment the time the vehicle was down due to concerns; CO advised would research concerns to see if any assistance was possible; RCM will call Customer by COB 4/6/09; Customer states use home between 12-5;						Complaint Part: 9130-Radio Rsn: 29J Radio Inoperative
MULLIGM	04/03/2009 03:06:38 PM	Assigned To RCM				Complaint Part: 3885-Mechatronics Rsn: T03 Auto/Hybrid - Slips/shifts erratically
Customer states seeking for payment to be credited as vehicle down 11 days for mechatronics repair; use home 12-5 310-592-4902; RCM to e-mail Dealer 422595.						Complaint Rsn: 74A Customer leaving brand
CONLINR	04/03/2009 03:45:35 PM	Assigned To CREECHA				

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

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

<u>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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CREECHA	04/03/2009 07:58:33 PM	E-Mail To Michael Ruhle		422595		
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***** Email to mruhle@newcenturyvw.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: 3VWRJ71K68M [REDACTED]

Customer alleged days down: 11+

Vehicle repair history: Currently I have no history, please provide any repairs as well as days down. Customer is seeking a vehicle payment to be made for her due to time without vehicle.

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.

Ashley Creech

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
(248) 754-3542						
<p>The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.</p> <p>RCM to wait Dealer 422595 email.</p>						
CREECHA	04/06/2009 02:32:39 PM	Voice Mail For Mike		422595		
RCM advised: following up on email; seeking Service Manager to confirm repair history; Customer seeking to be compensated for time down. RCM provided direct line and hours. RCM to wait Service Manager call.						
CREECHA	04/06/2009 06:54:14 PM	E-Mail From Drew		422595		
This customers vehicle was down 11 days due to parts issue , getting mechatronics unit as per VTA . The customer was provided with a loaner car during this period. the other time the car was in the shop was in October 2008 for a basic oil and filter change . RCM to email Dealer 422595.						
CREECHA	04/06/2009 06:57:05 PM	E-Mail To Drew		422595		
<p>Given the days down and the fact that the customer was provided transportation during the time without the vehicle, I do not feel a vehicle payment is appropriate, and I will call the customer to advise that we are unable to assist with the vehicle payment. Thank you for your help with this!</p> <p>RCM to call Customer.</p>						
CREECHA	04/06/2009 07:10:01 PM	Call To [REDACTED]				
<p>RCM advised: following up on concerns; evaluated Customer request and unfortunately we are unable to offer compensation for time without vehicle; RCM understands Customer has been without use of vehicle for 11 days but was provided transportation. Customer states: paid a lot of money for a new vehicle and had to drive around in a Beetle that Customer does not like; all concerns are not even addressed yet because Customer has to take vehicle back to Dealer for the radio not working; very disappointed and dissatisfied; will not lease another VW vehicle. RCM advised: apologize for the experience; we evaluate every request on a case by case basis; this is not a request we can assist with; it is our obligation to repair vehicle under the terms of the warranty, which we are doing; there is no life expectancy for the parts on our vehicles, parts may break or wear out, and that is what the warranty is in place for. Customer states further dissatisfaction and asked about terms of lease. RCM advised cannot advise on this as we do not have that information, but RCM would encourage Customer to work with VCI. Customer acknowledged. RCM to assign to Team 5 for BBB letter.</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>
CREECHA	04/06/2009 07:20:12 PM	Assigned To CCC				
	Please send Customer a California BBB letter. Wait mail to customer.					
BICKMAD	04/07/2009 05:44:38 AM	Assigned To BOSLEYJ				
BOSLEYJ	04/07/2009 06:21:21 PM	Mail To Ms. [REDACTED]				
	Letter generated and sent. RCM to review and close.					
BOSLEYJ	04/07/2009 06:21:50 PM	Assigned To CREECHA				
CREECHA	04/07/2009 06:33:37 PM	Note To CCC				
	RCM reviewed. No further action.					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
	090085815	Customer Relations	3VWRA71K48M	17,000		
YOUNGLI	04/06/2009 07:20:05 PM	Call From				Complaint 422136 Pr. Part: 3735-Automatic transmission Pr. Rsn: 04Q Order Fill Time
Customer stated, vehicle still under the warranty, his vehicle has been at Dealer 422136 since last Wednesday, vehicle was diagnosis to need a DSG control module, Customer is concern with the time it is taking for the part to come in, vehicle is transmission is dismantle at the Dealer and may be getting dust in the transmission, Dealer has been helpful, not seeking to complain about Dealer, DP Roger Killian has been helpful at phone number 760-520-6122, but Customer is seeking to get further follow up regarding vehicle part. CO advised, can escalate concern to RCM. RCM will research concern and follow up with Customer. Customer stated, would like to be reached early as possible tomorrow 4/7. CO advised, will note Customer wants to be reached early as possible, before COB 4/7. CO to assign to RCM.						Complaint 422136 Part: 3735-Automatic transmission Rsn: 97J Part Delays (No Error in Dealer Ordering)
YOUNGLI	04/06/2009 07:29:29 PM	Assigned To CCC				
Customer is seeking to get update on vehicle parts, Customer would like to be reached at early as possible. RCM to email Dealer.						
EDWARDAM	04/07/2009 08:13:29 AM	Assigned To CONLINR				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	04/07/2009 10:46:43 AM	E-Mail To Bruce		422136		
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Please note that RCM is not able to send e-mails directly from listen.

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 Jetta

VIN: 3VWRA71K48M [REDACTED]

Customer's Description of Part: DSG control module

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.

Christine Ziehmer
248-754-3577

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	04/07/2009 03:26:35 PM	Call To bruce		422136		RCM advised seeking status of part. Part Manager states part arrived today, should be installed by tomorrow. RCM to call Customer
CONLINR	04/07/2009 03:29:38 PM	Voice Mail To [REDACTED]				RCM advised: have been in contact with Dealer; part has arrived as of today; should be installed by tomorrow; Customer should be in contact with Dealer; provided CCC number for any questions. RCM to assign to Team 5
CONLINR	04/07/2009 03:30:50 PM	Assigned To Fox				Team 5 to issue BBB letter
ZIEHMEC	04/07/2009 04:17:19 PM	E-Mail From Bruce		422136		Christine, We tracked the part through Parts on Command and it showed April 9th. was the ETA. The part did actually come in just a few minutes ago, VIA fed X. We will contact the customer shortly. Regards, Bruce Team 5 to send mail to customer.
BICKMAD	04/08/2009 05:25:58 AM	Assigned To DELANDG				
DELANDG	04/08/2009 12:39:30 PM	Mail To [REDACTED]				Letter has been generated, sent to Customer, and can be viewed in the Doc Center. CA to reassign.
DELANDG	04/08/2009 12:40:41 PM	Assigned To CONLINR				Letter has been sent to Customer. RCM to review and close.
CONLINR	04/08/2009 02:10:56 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>
2008 Jetta Wolfsburg Edition						
	090094980	Customer Relations	3VWRA71K58M	9,800		
CLAYTOY	04/17/2009 12:24:55 PM Call From					
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned first vehicle(s); Does not maintain the vehicle at our dealer; services the vehicle as recommended; has experienced multiple vehicle issues transmission getting stuck in neutral and then stalling and all of a sudden acerbating dealer 408110 advised the vehicle was working to manufacture specification in 11/08 or 12/08 then the instrument cluster went out but dealer 408110 advised in 1/09 or 2/09 the vehicle was working to manufacture specifications. Customer states she had the instrument cluster looked at a second time by dealer 408110 and no manufacture shortcoming or failure was found the date was not given by the customer. Customer states when she first picked up the vehicle she notice hand prints in the paint and the field representative came out an offered to re-paint the vehicle but he customer declined ; current symptoms are intermittently the transmission hesitates, hard to shifts gears and even jerks when shifting gears. The passenger rear speaker cut out and vibrate but for some reason the dealer 408110 replaced the driver's side rear speakers. Customer states the driver rear speaker did not have a concern. No additional warranty/Service contract; Customer is seeking/expecting VW to follow up with the speaker repair to make sure every resource available has been utilize to repair the vehicle and seeking VW to verify how dealer 408110 came to conclusion the transmission is working to manufacture specifications; working with Eric & Jason; this customer perceives this to be a premature failure. Customer states she has been unhappy with the vehicle. Customer states could she work with another field representative regarding hand paint issue with the vehicle because the field representative and the customer did not seem to have the best relationship . CO advised no. CO advised the customer the field representative position is VW position.						
CLAYTOY	04/17/2009 12:45:17 PM Continued Comment With					
Customer states she would also like VW to verify is she has the lock hold feature on her vehicle (when you put your foot of the brake the vehicle does not roll.) CO advised the customer a RCM would call the customer by the COB on 4-20-09. CO to assign to RCM.						
CLAYTOY	04/17/2009 12:49:03 PM Assigned To CCC					
Please call the customer on cell phone number by the COB on 4-20-09. Customer is seeking dealer 408110 to advise how they come to the conclusion the vehicle is working to manufacture specifications regarding the transmission, also seeking VW to follow up on the repair of the passenger side rear speaker it is vibrating and cutting in and out and for some reason the dealer 408110 replaced the driver's side rear speaker which did not have a problem. Customer also seeking to verify the vehicle has the lock hold feature on the vehicle. RCM to follow up.						
						Complaint 408110 Pr. Part: 3735-Automatic transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
						Complaint 408110 Rsn: 60Q Dissatisfied w/ Field Decision
						Complaint 408110 Part: 3874-Park lock Rsn: 69Q Features/Appearance/Design
						Complaint 408288 Part: 6755-iPod Accessory adapter Rsn: 03J iPod
						Complaint 408110 Part: 9142-Rear loudspeaker Rsn: 36J Speakers cut in/out
						Complaint 408110 Part: 9142-Rear loudspeaker Rsn: 92J Inaccurate Diagnosis

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	04/17/2009 01:31:23 PM	Assigned To MULLINT				Complaint 408110 Part: 5751-Front door Rsn: X62 Paint blemish driver side
						Complaint 408110 Rsn: 33Q Vehicle Working to Operating Specs

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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MULLINT	04/17/2009 01:42:44 PM	E-Mail To Phil Edwards		408110		
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***** Email to philedwards@thepremiercollection.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 Jetta

VIN: 3VWRA71K58M [REDACTED]

Reason for Inquiry: Customer is seeking to know how it came to the conclusion that the transmission is operating to manufacture specifications. Customer is seeking for CARE to follow up regarding the repairs to the passenger side rear speaker as it is vibrating and cutting in and out. Customer is also seeking to know why the driver's side rear speaker which did not have a problem.

Can you please advise me what was done with the transmission and how it was found to be operating to manufacture specifications/

Can you please advise me of the diagnosis for the driver's side rear speaker?

And provide any updates regarding the passenger side rear speaker.

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

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

<u>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.

MULLINT	04/17/2009 03:27:33 PM	E-Mail From Phil Edwards	408110			
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WE CHECKED THE SYTEM FOR FAULTS, NONE FOUND FOR TRANSMISSION. WE RAODTESTED THE VEHICLE AND FOUND IT TO BE SHIFTING PROPERLY. I DID NOT TELL THE CUSTOMER THIS BUT THERE HAVE BEEN PROBLEMS WITH THE MECHATRONIC UNITS OF DSG TRANSMISSION. WE CHECKED THE CODING NUMBER AND FOUND IT TO BE WITHIN THE RANGE OF DEFECTIVE UNITS AS PER TECHLINE. HOWEVER THE VEHICLE IS SHIFTING PROPERLY, THE OTHER CARS WE HAVE REPLACED THEM ON HAVE ALL SHIFTED IRRADICLY, THIS VEHICLE DOES NOT.

AS FOR THE SPEAKER IT IS NOT CUTTING OUT, VIBRATING OR POPPING.
 YOU CAN ADVISE HER IF SHE IS UNHAPPY WITH MY DIAGNOSIS SHE CAN TAKE THE CAR TO ANOTHER DEALER FOR A SECOND OPINION

RCM to email dealer.

MULLINT	04/17/2009 03:29:45 PM	E-Mail To Phil	408110			
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Phil is the vehicle still with you?
 RCM to wait dealer email.

MULLINT	04/17/2009 04:36:58 PM	E-Mail From Phil	408110			
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YES WE HAVE TOLD THE CUSTOMER THE VEHICLE IS READY FOR PICKUP

Phillip Edwards
 Service Manager
 845.358.3270

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>
MULLINT	04/17/2009 04:47:16 PM	Call To [REDACTED]				RCM advised calling with update; advised calling regarding concerns she was having with the vehicle; advised the dealer stated that when the vehicle was brought into with the transmission concern; the transmission codes were checked and they did not find any codes; they road tested the vehicle and found that the vehicle was shifting properly; the dealer also found that there is not a concern with the speaker on the vehicle. Customer states she is very upset by dealer; she is going to take her vehicle to another dealer; she has a friend that also takes their vehicle to dealer 408110 and they are never able to find the concern; his neighbor is someone that works for VW and he was able to find the concern in his driveway; he is very good friends with the Service Manager at dealer 408288; she is going to make an appointment with them. RCM advised would be more than happy to follow up with them to ensure that their technical resources are being utilized. Customer states she will call back. RCM to call dealer 408288.
HAWLEYD	04/20/2009 11:27:34 AM	Call To Tony (Assistant to mgr)		408288		Service advisor advised that they have no history on this vehicle and apparently she is scheduled to drop the vehicle off today, however it has not arrived as of yet. Service advisor advised that he will contact the RCM back when and if it arrives. RCM to follow up.
MULLINT	04/20/2009 11:32:33 AM	Note To CCC				Case reviewed and closed as Customer is to call when the appointment is set. No further action.
WHEELEK	04/22/2009 11:26:54 AM	Call From [REDACTED]				Customer states: seeking to provide additional information; has contacted CCC with several vehicle concerns; after she got her vehicle back from dealer 408110, the auxiliary mode for her iPod is not working; her boss will set up an appointment directly with the Service Manager at dealer 408288. CA advised: she may contact CCC, and the RCM will research the concerns upon her appointment date. RCM to review/close.
MULLINT	04/22/2009 12:43:21 PM	Note To CCC				Case reviewed and closed, 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 Jetta A5 2.0L GLI						
	090100730	Customer Relations	3VWDJ71K08M	9,000		
LANDRYK	04/22/2009 08:29:11 AM Call From					Complaint 408160
Customer states: has been without his vehicle for 2 1/2 weeks; the mechatronic has gone out in his vehicle; when he is at a stop and tries to inch forward the vehicle juts forward; this occurs in reverse as well; he took the vehicle to Dealer 408160; the part was ordered and was supposed to be in yesterday; Dealer contacted him and said that the part did not come in the new ETA is April 30th; this is a lease vehicle; he is still making his lease payments but does not have his vehicle; he is in a loaner; he does not know what Dealer is doing to order the part. Customer seeking: to know what Dealer is doing to order the part and know why it is taking so long. CO advised: is escalating to a RCM; cannot expedite the part quicker but can research to find out what has been done to order the part; RCM will follow up with Customer by COB 4-23-09. CO to forward to RCM for review.						Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
LANDRYK	04/22/2009 08:33:56 AM Assigned To CCC					Complaint 408160
Please research to find out what Dealer has done to order the part; vehicle has been down 2 1/2 weeks; ETA Customer has is April 30th; this is a lease vehicle; Customer can be reached on his business phone between 8 a.m. and 5 p.m. RCM to review.						Part: 3511-Mechatronic Rsn: 41Q Availability
EDWARDAM	04/22/2009 11:02:44 AM Assigned To EDWARDAM					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	04/22/2009 02:22:12 PM	E-Mail To John				
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408160

Hey John,

I know your still in Vegas, but any assistance you can provide would be appreciate, or you can let me know who to speak with at the dealership and I can take it from there. Here are the details:

Customer Name: [REDACTED]

VIN #: 3VWDJ71K08M [REDACTED]

2008 Jetta

Mileage: 9,000

Customer states: has been without his vehicle for 2 1/2 weeks; the mecha-tronic has gone out in his vehicle; when he is at a stop and tries to inch forward the vehicle juts forward; this occurs in reverse as well; he took the vehicle to Dealer 408160; the part was ordered and was supposed to be in yesterday; Dealer contacted him and said that the part did not come in and the new ETA is April 30th; this is a lease vehicle; he is still making his lease payments but does not have his vehicle; he is in a loaner and he does not know what Dealer is doing to order the part. Customer seeking: to know what Dealer is doing to order the part and know why it is taking so long.

If there is any ETA you could gather on this would be appreciated!

Thank you for your assistance,
Amanda Edwards

RCM to wait Dealer 408160 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	04/23/2009 08:35:26 AM	E-Mail From John		408160		<p>Hi Amanda-Jurgen</p> <p>We are waiting for the following part that is on back order.</p> <p>02E-325-025-ADZC1</p> <p>Red order # 1005565332</p> <p>ETA for part 4/30/09</p> <p>Jurgen, I would suggest a payment or 2 for this customers inconvenience.</p> <p>John Moutopoulos</p> <p>RCM to wait field contact.</p>
EDWARDAM	04/23/2009 08:36:06 AM	E-Mail From Juergen				<p>FOM e-mailed both RCM and Service Manager of Dealer 408160 in agreement with compensation. RCM to follow up with customer.</p>
SZYMANT	04/23/2009 10:01:50 AM	Call To [REDACTED]				<p>RCM tried to call customer at business number as requested; got message that said no voicemail box was set up. RCM to call other number.</p>
SZYMANT	04/23/2009 10:05:11 AM	Voice Mail To [REDACTED]				<p>RCM LVMM at home alternate number; advised we did follow up on parts situation; reason the part order is taking awhile is the part is on backorder and is coming from Germany; we did verify that dealership used proper procedures to obtain part and that ETA is still 4/30; in the meantime, we'd encourage customer to stay in touch with dealership as they have the most up to date information on parts; we are aware of the inconvenience and dealership understands that as well; customer can call us if there are further questions. RCM to wait customer call.</p>
EDWARDAM	04/24/2009 04:05:11 PM	Call To Unknown				<p>(Business line) RCM advised seeking to speak with Customer. Other advised RCM has the wrong phone #. RCM confirmed phone #. Other advised that's right, but no one here by that name. RCM to attempt alternative home phone.</p>

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	04/24/2009 04:06:19 PM	Voice Mail For				RCM LVMM on home alternate #. RCM advised we did follow up on parts situation; reason the part order is taking awhile is the part is on backorder and is coming from Germany; we did verify that dealership used proper procedures to obtain part and that ETA is still 4/30; in the meantime, we'd encourage customer to stay in touch with dealership as they have the most up to date information on parts; we are aware of the inconvenience and dealership understands that as well; customer can call us if there are further questions. No Further Action.
LANDRYK	04/27/2009 08:09:57 AM	Return Call From				Customer states: got RCM's message; feels very inconvenienced; his vehicle will be down for well over a month by the time he gets it back; can VW waive a lease payment. Customer seeking: to have a lease payment waived. CA advised: would not be able to waive the payment but can have RCM look into assisting with a payment; RCM will review file further and follow up with Customer by COB 4-28-09. Customer states: would like to be contacted on his cell phone RCM to review.
EDWARDAM	04/27/2009 08:21:25 AM	Note To CCC				FOM and Service Manager have agreed to offer Customer compensation once vehicle is repaired. RCM to call Customer to refer him to continue to work with Dealer 408160.
MULLINT	04/27/2009 10:16:46 AM	Voice Mail To				RCM back up LVMM: advised calling to let him know that the Service Manager at dealer is willing to look into assistance once the vehicle has been repaired; advised to continue to stay in contact with Service Manager and he will be able to provide assistance with this. RCM to review and close.
EDWARDAM	04/27/2009 10:49:03 AM	Note To CCC				Case reviewed. No Further Action.

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

09/23/2009

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta Wolfsburg Edition						
	090102847	Customer Relations	3VWRA71K38M	6,319		
HAWLEYD	04/24/2009 12:03:33 PM	Call To Michael Knight	408272			Inquiry 408272
Service manager advised that they have a mechatronics unit on order for this vehicle and they are seeking an update. Service manager advised that he would like to know what they can do for the customer. RCM advised that can evaluate that once the vehicle is repaired. Service manager advised the following part information. Part # 02E 325 025 ADZDA (mechatronics unit) Sales doc # 1005595973 Red Order and order placed on 4/17/09						Pr. Part: 3885-Mechatronics Pr. Rsn: 33R Dealer Calling In
						Complaint
						Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
HAWLEYD	04/24/2009 12:20:24 PM	Assigned To Level 2				
Please obtain part update. Thank you. Part # 02E 325 025 ADZDA (mechatronics unit) Sales doc # 1005595973 Red Order and order placed on 4/17/09						
PETERSG	04/24/2009 01:40:13 PM	Assigned To HAWLEYD				
This mechatronic unit is a Vehicle Intelligent Part. It is normal for Vehicle Intelligent Parts to take from 6 to 8 weeks to arrive. Please ask the dealer to stay in contact with their PDC specialist for updates.						
HAWLEYD	04/27/2009 02:42:47 PM	Call To Michael Knight	408272			
RCM LMTRMC with DP (Kris). RCM advised that they are still looking at 6 weeks for these parts to come in. RCM advised that his original date in the middle of May seems to be correct on when the part will be arriving to the dealer. RCM waiting for service manager call back.						
HAWLEYD	04/27/2009 04:36:35 PM	Return Call From Michael Knight	408272			
Service manager advised that he has offered the customer 1 month vehicle payment due to the time down. Service manager advised that he did receive RCM's message. RCM advised that we will follow up.						
HAWLEYD	04/29/2009 08:13:26 AM	Voice Mail From Michael Knight	408272			
Service manager LVMM advising that the part has arrived and was installed into the customer's vehicle. No further action.						

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MULLIGM	04/29/2009 09:27:06 AM	Call From [REDACTED]				Customer states very upset with vehicle; is brand new and has been at Dealer 408272 for over a month due to jerking; happened right after she bought vehicle; was broken from factory; she doesn't feel safe in vehicle; problems will recur; she spoke with Service Manager this morning who advised they will install part and test it today but it is not done; he offered her a vehicle payment but that is not enough; seeking to know what VW would do for her; CA advised Dealer has tools and resources to properly diagnose and repair vehicle and would not send her out in unsafe vehicle; this is not necessarily indicative that Customer will have future repeat concerns; Dealer did offer vehicle payment as Goodwill gesture due to downtime; we would be unable to offer anything further at this time; if Customer had future repeat concern she could call CCC and we would research at that time; will document concerns for internal review; RCM to review and close.
HAWLEYD	04/29/2009 09:52:49 AM	Note To CCC				RCM reviewed and closed. No further action.
MULLIGM	04/30/2009 10:57:03 AM	Call From [REDACTED]				Customer states calling to see what VW is going to do for her; she doesn't want a broken vehicle and doesn't want it back; CA advised Dealer 408272 offered her a vehicle payment due to time down, we would be unable to offer anything further at this time; if she has additional repeat concerns she can call CCC back and we could research future concerns; Dealer is repairing vehicle for her and will not return it to her broken; Customer states that is not enough and she would like to speak to Supervisor; CA advised Supervisor would advise of same decision; Customer states seeking Supervisor anyway; there are no available Supervisor's, CA advised one would return Customer call by noon 5/1/09; CA to assign to Supervisor.
MULLIGM	04/30/2009 11:08:56 AM	Assigned To SUP				Please call Customer before noon 5/1/09; doesn't want vehicle back; use [REDACTED] Supervisor to call Customer.
LEDESMM	04/30/2009 02:37:52 PM	Assigned To GRIFFIS				Supervisor to call Customer.
BRISBOA	04/30/2009 04:19:32 PM	Return Call From [REDACTED]				Customer states doesn't want vehicle back; has been having problems with it since day one; no one from VW is calling. CA advised information is documented; supervisor due to call by noon on tomorrow. CA to locate supervisor.

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BRISBOA	04/30/2009 04:22:54 PM	Note To CCC				no supervisor available. CA to return to customer.
BRISBOA	04/30/2009 04:23:21 PM	Return From [REDACTED]				CA advised no supervisor available at this time; will receive a callback by noon on tomorrow. Customer states will not take vehicle back; would like all payments back; vehicle is unsafe; VW needs to give another vehicle. CA advised all information is noted; request has already been decided on; vehicle payment was for inconvenience with situation; CCC unable to meet expectations for request; supervisor will not change position of vw. Supervisor to call customer.
GRIFFIS	04/30/2009 05:44:21 PM	Call To [REDACTED]				Customer stated she is in a meeting and would like for me to call her back. Sup to call customer back later this evening.
GRIFFIS	05/01/2009 02:30:38 PM	Call To [REDACTED]				Customer states the following: She has not had her vehicle for three weeks; the dealer offered her a one month lease payment; customer states she feels the vehicle was damaged from the factory and wants to be reimbursed for the seven months where she had concerns with the vehicle. I explained to the customer she was driving the vehicle and had access to it. Customer said she did not feel it was safe and should be reimbursed. I explained we would not be able to offer her anything in addition to what the dealership has already offered her. Customer stated she is not happy with this and will be contacting her attorney. No further actions.

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2008 Jetta A5 2.0T						
	090107630	Customer Relations	3VWRJ71K68M	10,000		
SHEARDA	04/29/2009 11:38:22 AM	Call From				
Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; has a spare parts warranty; Customer states that the vehicle has been back and forth to our dealerships about four times for the same concern; Customer states that the vehicle is at dealer 403313 at this time; Customer states that when he would stop at a light and then accelerates the vehicle will spin out of control, as if he were racing; Customer states when he hits the brakes lightly the vehicle will slam to a stop as if he had hit the brakes very hard; Customer states that the steering wheel will shake/vibrate violently, then there will be a clinging sound coming from the steering wheel and a pumping sound coming from the rear of the vehicle; Customer states he has been advised by dealer 403313 that the computer is sending the wrong signals; Customer states that the vehicle has been at dealer 403313 for at least two weeks, states he had picked the vehicle up about three days before and had to return it; Customer is seeking/expecting for us to either trade him into another vehicle and assist with his vehicle payment of \$473; Customer states he wants to know if he leased a lemon and how many times does he have to take the vehicle in for the same concerns; working with Service Advisor, Cindy Buck; this customer perceives this to be a premature failure; Customer states that that the Service Advisor, Cindy Buck as been great by keeping him updated, and treating him like a actual customer, and he was placed him in a loaner vehicle and all he has to pay for is gas; Customer states praise for dealer 405052; advised that concern was that there was no powers steering fluid in the vehicle and that the computer runs the steering; Customer states complaints for dealer 403325, where he was advised to turn the radio up so he would not hear the noise,						Complaint 403313 Pr. Part: 3885-Mechatronics Pr. Rsn: R23 Steering wheel vibrates when driving
						Complaint 405052 Rsn: 92J Inaccurate Diagnosis
						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
						Praise Rsn: 74J Advocate
SHEARDA	04/29/2009 11:59:54 AM	Continued Comment From				
Continued Comment: and that this vehicle has two transmissions, one for racing and the other for regular driving and that the customer should start the vehicle, count to five, then place in gear and count to two, then drive. Customer states he is seeking to stay with VW as he loves the vehicles; Customer states that he knows dealer 403313 is doing what they can as they are waiting on a part to come in from Germany. CO advised customer that a file has been opened to document his concerns; advised that our obligation as the manufacture is to repair the vehicle within the terms of the warranty; advised customer that CO does not know about the lemon law, advised that there is a Consumers Protection section in the owners manual and that CO will sent his case to the RCM who will evaluate and follow up with the customer before the close of business on Thurs., 04/30/2009 on his cell.						Complaint 403313 Part: 3885-Mechatronics Rsn: R10 Brakes vibrate/shudder
						Complaint 403325 Rsn: 85J Treatment by Personnel
						Praise 403313 Rsn: 85J Treatment by Personnel

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SHEARDA	04/29/2009 12:07:57 PM	Assigned To CCC				
Customer states that his vehicle has been at dealer 403313 for two weeks as there is a concern with the computer; states they are waiting on a part from Germany; advised that this is the fourth time the vehicle has been in for the same concern; Customer seeking for us to trade him into another vehicle and assist with the vehicle payment (\$473), Customer states praise for dealer 403313, Service Advisor Cindy Buck as she has treated him like a actual customer, keeps him up to date on what is going on; Customer seeks complaint for dealer 403325, as he was advised to turn up the radio so he does not hear the sound that the vehicle was making. RCM to evaluate advised dealer 403325 of the complaint, customer is not seeking follow up from the Service Manager at dealer 403325; and dealer 403313 of the praise; RCM to follow up with customer regarding his request by Thurs., 04/30/2009 on his cell, [REDACTED]. RCM to evaluate.						
NARDONP	04/29/2009 12:22:14 PM	Assigned To CAMPOSA				
CAMPOSA	04/29/2009 12:39:33 PM	Call To Cindy		403313		
Service Manager is out until Friday 5/1. Service Advisor states: customer came in on 4/9 frustrated; he had been to Dealer 403325 who advised that his vehicle was operating as designed; customer was advised by Dealer 403325 that there were limited Jettas that ran the way his vehicle ran, so the rattle was fine; customer was also advised by Dealer 403325 that she should start engine count to three, then put engine in gear; customer as advised by Dealer 403325 that if he didn't like the sound of the vehicle, he would want to turn up the radio; Dealer 403313 opened a techline ticket on vehicle; vehicle required a megatronics unit; per techline's instruction, customer was put back in vehicle and advised that he would be contacted when parts came in; customer's vehicle got worse; customer takes his clients out in his vehicle; Dealer 403313 understood that the customer being in a rattling vehicle was not good for the customer's business, nor was it good advertizing for VW; so customer was put into a VW loaner; megatronics came in today; hoping to have customer's vehicle repaired by tomorrow. RCM advised: customer had nothing but praise to provide regarding his experience with the Service Advisor; RCM will be forwarding the email to Dealer 403313 Service Manager; will follow up with Dealer 403313 tomorrow to verify that the repairs are completed. RCM to call Dealer 403325.						
CAMPOSA	04/29/2009 12:53:04 PM	Call To Jim		403325		
RCM advised Service Manager of customer's complaints. Service Manager advised: vehicle has been to Dealer 403325 twice; first time was February 13; customer advised that the RPMs dropped to 0 when the gas was released, and also that the gas pedal slammed; other concern on February 13th was that there was a clicking noise coming from the steering system; vehicle was road tested and vehicle had other tests run; vehicle operating as designed; second time customer came in was 3/26 for an oil change and to rotate tires; customer never mentioned rattle, shake or transmission concern; Service Advisor that worked with customer is seasoned Service Advisor; will follow up with Service Advisor. RCM to email Dealer 403313.						

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GIROUXS	04/29/2009 12:57:42 PM	Call From	[REDACTED]			
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Customer states: just wanted to let CO know that the componant that dealer is waiting on is the mechatronics system; thought that it would help us further if he gave us that information; dealer advised that part just arrived in the US yesterday and that they are hoping to get customer back into vehicle tomorrow. CA advised: will update case notes so RCM is aware of component that is being replaced; RCM will still follow up before COB tomorrow. Customer acknowledged. RCM to continue handling case.

CAMPOSA	04/29/2009 01:05:14 PM	E-Mail To James Kizer		403313		
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***** Email to jkizer@dreyerreinbold.com; *****

FYI ONLY: Service Experience

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K68M [REDACTED]

Customer Compliment: [REDACTED] wanted you to know that working with Service Advisor, Cindy Buck has been great. He appreciates that Cindy keeps him updated, and treats him like an actual customer. Cindy placed him in a loaner vehicle and all he has to pay for is gas, which he really appreciates.

Thanks to Cindy for going above and beyond for the customer!

Thank you for your help.

Ann Camposeo
 (248) 754-3242

RCM to email FYI to FOM

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CAMPOSA	04/29/2009 01:06:04 PM	E-Mail To Dave Barnes				
RCM sent FYI email to FOM regarding Dealer 403313 compliment. RCM to send email to FOM.						
CAMPOSA	04/29/2009 01:20:39 PM	E-Mail To Dave Barnes				
In-service Date: 7/26/2008						
Mileage: 10k miles						
<p>What was the customer's feedback: Customer said they brought their vehicle repeatedly to Dealer 403325 for a rattle concern, a hard stop when the gas pedal was released, and shake in the steering system. The customer says that they were told there was nothing wrong with the vehicle. The customer says that Dealer 403325 advised them (the customer) that the Jetta the customer owns is a limited edition, so it functions differently than the other Jettas on the market. The customer says he was advised by Dealer 403325 that he needs to turn on his vehicle, count to three and then put the vehicle in gear. Lastly the customer says he was advised that if he didn't like the sounds coming from his vehicle, he should just turn up the radio.</p> <p>I spoke with Jim Worden, who advised the customer has only been seen twice at his dealership. The first time was on February 13th. The customer advised that his RPMs would drop to zero when he released the gas. The customer also advised that his vehicle was slamming when the gas was released, and the customer also said that there was a clicking noise coming from the steering system. Jim said that the vehicle was test driven, and tests were run. The concerns could not be duplicated.</p> <p>The second time the customer came to his dealership was on March 36th. That was for an oil change and a tire rotation. The customer never mentioned any other concerns at this visit. Jim Worden says that the Service Advisor who worked with this customers both visits is a seasoned Advisor, but he would review this complaint with the Advisor.</p> <p>RCM to send FYI email to FOM regarding customer.</p>						

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CAMPOSA	04/29/2009 01:37:27 PM	E-Mail To Dave Barnes				<p>What is the customer seeking: This customer says that they have been to VW Dealerships 4 times for this concern. I was only able to confirm once at Dealer 403325 and once at Dealer 403313. Customer says he wants VW to put him into a new vehicle.</p> <p>Customer was seen at Dealer 403325 on February 13th for the RPMs dropping to zero when the gas pedal released, for the vehicle `slamming, when the gas pedal was released, and for a clicking noise in the steering column. Dealer 403325 was unable to duplicate the concerns on test drives, and shop tests showed the vehicle was operating as designed. (Note that the customer brought his vehicle back to Dealer 403325 on March 36th for an oil change and tire rotation. The customer never mentioned any transmission/steering concerns at the March visit.)</p> <p>The second time the vehicle was seen for the current concern was on April 9th at Dealer 403313. There was a rattle/shake and vehicle felt like the brakes were being applied when the gas pedal was released. Techline was contacted. Techline advised that the megatronics needed replacing. Techline advised to put the customer back in their vehicle until the part came in. On April 20th, the customer's vehicle was rattling too much. The customer uses his vehicle to take his clients out, and Dealer 403313 felt that it would be best to put the customer in a VW loaner until the vehicle was repaired. Dealer 403313 didn't think it was good for the customer's business to be driving his clients in a very rough rattling vehicle, nor was it good advertising for VW. Dealer 403313 has received the parts, and hope to have the repairs completed by tomorrow.</p> <p>As a goodwill gesture, I will offer the customer a vehicle payment after the repairs are completed. I believe that the vehicle will only have been down a total of 14 days after repairs are completed.</p> <p>Next steps/CARE action: FOM to review.</p> <p>RCM to call Dealer 403313</p>
CAMPOSA	04/29/2009 01:51:43 PM	E-Mail From Dave Barnes				<p>Hi Ann,</p> <p>The verifiable repair attempts warrant a vehicle payment at this time.</p> <p>If customer would like a new vehicle, I would consider a Trade Assist of \$1500 towards the new VW of his choice.</p> <p>Please call me to discuss.</p> <p>RCM to call FOM.</p>
CAMPOSA	04/29/2009 01:55:25 PM	Call To Dave Barnes				<p>RCM advised: RCM believes that at this time a vehicle payment may satisfy the customer; will follow up with FOM after speaking with customer. RCM to call Dealer.</p>

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CAMPOSA	04/30/2009 01:37:29 PM	Voice Mail To Cindy	403313			RCM LVMM. RCM advised: seeking update. RCM to wait Dealer call.
CAMPOSA	04/30/2009 02:03:48 PM	Return Call From Cindy	403313			Service Advisor states: megatronics unit has been installed; customer's second concern was with a ticking noise in the steering; Dealer was able to duplicate the concern; coming from the steering system; parts on overnight order; hope to have vehicle repairs completed tomorrow; customer is very frustrated. RCM advised: will probably be offering customer a vehicle payment once the repairs are completed; will follow up with Dealer tomorrow to verify repairs complete. RCM to call customer.
CAMPOSA	04/30/2009 04:03:39 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: spoke with Service Advisor at Dealer 403313; Service Advisor states that the megatronics unit has been installed; waiting on parts to correct customer's steering clicking noise; will follow up with customer by COB tomorrow. RCM to call Dealer.
HOFFMAB	05/01/2009 11:05:51 AM	Call From [REDACTED]				Customer seeking to speak with RCM. CA to transfer call.
HOFFMAB	05/01/2009 11:06:36 AM	Call To Associate - Central Region				RCM not available. CA to return to customer.
HOFFMAB	05/01/2009 11:07:06 AM	Return To [REDACTED]				CA advised RCM was not currently available, but CA will make her aware of his call. Customer states he can be called anytime at [REDACTED] RCM to reiview
CAMPOSA	05/01/2009 03:00:41 PM	Call To Joy	403313			Service Advisor unavailable. DP will have Service Advisor call RCM RCM to wait Dealer call.
CAMPOSA	05/01/2009 04:27:39 PM	Call To Cindy	403313			Service Advisor states: vehicle is repaired; customer is very happy. RCM to call customer.

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CAMPOSA	05/01/2009 04:29:47 PM	Voice Mail To	[REDACTED]			RCM LVMM. RCM advised: waited to call customer back because RCM wanted to verify the vehicle was repaired; Dealer 403313 has verified that repairs are complete and customer is happy with their vehicle again; we agree that this has been frustrating for the customer, and would love to provide the customer with a vehicle payment; seeking customer to call RCM back so that we can advise the customer of the process. RCM to wait customer call.
DEARB	05/01/2009 04:34:18 PM	Return Call From	[REDACTED]			Customer states: calling seeking to speak with RCM. CA to transfer call
DEARB	05/01/2009 04:34:58 PM	Transfer To Ann				CA transferred call to RCM. RCM to review
CAMPOSA	05/01/2009 04:45:13 PM	Continued Comment With	[REDACTED]			RCM advised: understand that customer's experience was very frustrating; we would like to provide the customer with a vehicle payment; will need copy of bank statement; provided fax number (6504); once RCM receives paperwork will take 4-6 weeks to process. Customer states: when he first took his vehicle to the selling Dealer 405052 who advised the transmission was sensitive; Dealer 405052 advised that the vehicle was a special addition; then customer took to Dealer 403325 who advised twice that the vehicle was operating as designed; wasn't until customer's father called Dealer 403313 that his experience turned around; customer cannot say enough wonderful things about the service advisor at Dealer 403313; she (the service advisor) even gave the customer a hug when she returned the vehicle to the customer; the customer is seeking to have his experience documented; was also very happy with the prompt reply from RCM; he is definitely happy he purchased his VW now, and is even considering the CC. RCM to email FOM.

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CAMPOSA	05/01/2009 04:55:23 PM	E-Mail To Dave Barnes				
Good Afternoon Dave,						
Just an update. The customer couldn't say enough wonderful things about Cindy at Dealer 403313. She even gave the customer a hug when he was returned the vehicle. It meant a lot to the customer. The customer was very happy with the vehicle payment, and has advised that he is happy with his decision to purchase a VW. The customer even said he was looking at the CCs.						
Best Regards, Ann Camposeo						
No further action, pending fax from customer.						
WILLIAC2	05/04/2009 11:45:08 AM	FAX From				
Fax in doc center.						
CAMPOSA	05/04/2009 01:09:22 PM	Note To CCC				
851320653, 3VWRJ71K68M re, vehicle payment due to length of time for vehicle repairs. Total = \$473.00						
CR_BATCH	05/09/2009 04:00:29 AM	Note To CAMPOSA				
Amount for \$ 473.00 was Posted on 05/08/2009. AP reference number: 40025098						

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2008 Jetta A5 2.0T						
	090108024	Customer Relations	3VWRJ71K08M	11,000		
PARKERW	04/29/2009 03:34:49 PM	Call From Louise Battista	408230			Complaint 408230 Pr. Part: OTHR-LOYALTY CERTIFICATE TOWARDS NEW VEHICLE Pr. Rsn: 43G Reimburse for Loaner - parts delay
refer to case 090107515) Customer spouse states that vehicle in shop for repair for over 3 weeks. Customer spouse states that service manager at Dealer 408230 Cynthia and Mr. Rip Barkley advised that due to backorder repair was delayed. Dealer 408230 provided a loaner for 1 week and Customer responsible other 2 weeks. Customer spouse seeking to be reimbursed for \$20per day for 14 days. CO advised will document concerns with no promise. CO to forward to RCM for review..						
PARKERW	04/29/2009 03:44:45 PM	Transfer To EASTERN	408230			Inquiry 408230 Part: 3735-Automatic transmission Rsn: 04Q Order Fill Time
Customer spouse states looking to be reimbursed for \$20 per day for 14 days of insurance for rental car coverage due to backordered parts. CO advised will forward to RCM and will contact Customer back by COB THUR 4/30/2009						
PARKERW	04/29/2009 03:53:10 PM	Call From LOIUSE BATTISTA	408230			
CUST spouse states got final bill from enterprise rental car. CUST spouse states total bill \$465.94. CUST spouse states seeking to reimbursed for total bill. CO advised will forward updated information to RCM. CO to update file and forward to RCM for review						
PARKERW	04/29/2009 03:57:51 PM	Assigned To EASTERN	408230			
HAWLEYD	04/29/2009 04:07:23 PM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	04/29/2009 04:07:32 PM	Call To Tim Kelly	408230			
Service director advised that he will look into this to see why the rental was charged to the customer and contact RCM back. Service director advised that they replaced the mechatronics unit. RCM waiting for service director call back.						
HAWLEYD	05/01/2009 10:22:30 AM	Call From Cindy Goglia	408230			
Service manager advised that they had to wait for the part to come in as it was on back order and they had to place the customer in a higher priced rental vehicle. RCM advised that we will EFT back to the dealer. Service manager advised that she will fax over the rental agreement. RCM waiting for 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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
HAWLEYD	05/01/2009 02:15:23 PM	Call To Mr. Battista				
		RCM advised customer that VW will cover the additional charges for the rental vehicle because of the inconveniences they have had with the vehicle. RCM advised that Enterprise should be reimbursing their credit card and they are welcome to contact them to verify. RCM advised that if they do not have an update, we would direct him to speak to the service manager as she has made all of the arrangements with Enterprise. Customer states that he appreciates VW working with him. RCM to generate EFT.				
HAWLEYD	05/06/2009 01:39:28 PM	Note To CCC				
		3VWRJ71K08M [REDACTED] VW is assisting to cover the additional rental fees due to customer's concerns with the vehicle and the parts delay. Total - 685.94. No further action.				
CR_BATCH	05/15/2009 04:00:23 AM	Note To HAWLEYD				
[REDACTED]	090114160	Mediation/Arbitration	3VWRJ71K38 [REDACTED]	2,600		
GELFUSB	05/06/2009 08:53:47 AM	Attached Mail From Kevin Norton				
		Rec'd req for \$1500 in TA due to part b/o for mechatronics unit, cust purchased 09 Passat in place. Part is at least 3 weeks out.				
GELFUSB	05/06/2009 08:55:58 AM	Approved By BG				
		Req'd ck.				
ANGERK	05/08/2009 01:12:32 PM	Note To ccc				
		Scanned file in doc center				
CR_BATCH	05/15/2009 04:00:25 AM	Note To GELFUSB				
		EFT for amount \$ 1500.00 processed on 05/14/2009. AP reference number: 00017568				
GELFUSB	05/15/2009 07:24:05 AM	E-Mail To Kevin Norton				
		Kevin,				
		Frema rec'd EFT for amount \$ 1500.00 processed on 05/14/2009. AP reference number: 00017568				

Unknown	409226
Pr. Part: 3511-Mechatronic	
Pr. Rsn: T05 Auto/Hybrid -	
Shifts up/down too often	
Unknown	
Rsn: 82E Parts Delay	
Unknown	409226
Part: SCV2-SPECIAL	
CODE -CORPORATE USE	
ONLY	
Rsn: 43Q	
Repurchase/Replacement(Mr	
Only)	

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

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

<u>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 Jetta A5 2.0T						
	090114185	Mediation/Arbitration	3VWRJ71K38M	18,631		Unknown 407235
GELFUSB	05/06/2009 09:26:47 AM Attached Mail From					Pr. Part: 3511-Mechatronic
	Rec'd Repurchase or Replacement Request form from owner. States that we were given FRA, but we never rec'd that form from the owner. Per prev level 1 case, cust called to complain that while on a test drive with the SA at a dealer the veh went into a ditch and the SA did not assist. According to the dlr, they tried, but couldn't get the veh out of the ditch, 3 cop cars came and eventually got the veh free, the issue is a surging, which the dealer was not able to verify.					Pr. Rsn: E13 Idles rough/too fast when engine hot
GELFUSB	05/06/2009 09:34:22 AM Note From BG - repair orders					
	7/23/08 1 day - Veh seems to be idling high, no faults, idled OK at the dlr					
	9/9/08 3 days - RPMs go up high while driving, found no faults and operating correctly; engine keeps running after engine is turned off, dlr replaced steering wheel lock assembly.					
	12/9/08 - 1 day - ASR light coming on and check heater, dealer found veh operating to specs					
	12/24/08 - 1 day - veh will not start, MIL on and veh wants to stop without hitting brakes, dlr replaced fuel pump control module.					
	1/14/09 - 1 day - when at a stop and release brake pedal, veh will accelerate without pushing gas. Veh found operating to manuf specs.					
	3/3/09 - 10 days - car jumps from a stop intermittently, dlr replaced mechatronics unit.					
	The last repair was from Gossett, all other times in was Dwight Harrison. Gossett verified the concern and opened a VTA on the matter.					
GELFUSB	05/06/2009 10:38:07 AM Call To Dan Stone		407208			
	They have not seen the cust or heard from her since the last repair in March. He is confident it is repaired at this time. advised if we do have to do a final repair attempt, i am going to steer her to him since the orig dealer never found an issue with the vehicle.					
GELFUSB	05/06/2009 10:42:48 AM Mail To					
	EON, advised that GA LL provides for a FRA, advised her to contact me if there is a current concern with the veh. Per notes and SM there is a lang barrier with the owner and she usually ends up having daughter spk for her, so I am sending letter for her and her daughter to contact me.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GELFUSB	05/15/2009 03:09:30 PM	Call From [REDACTED]				Owner's daughter called to set up appointment, states that the veh is acting up again. She will call Dan Stone and set up appointment. Advised her that I want whoever drives the vehicle to drive with Dan or whoever he wants them to drive with so they can see what happens with the vehicle. Cust mother is leaving the country for a week, so the dlr can keep the vehicle while she is gone.
GELFUSB	05/15/2009 03:12:53 PM	E-Mail To Dan Stone		407208		Dan, I talked to [REDACTED] daughter, they are still having the same issues with the vehicle. They will call and see if they can bring the vehicle in to drive with you before the mother has to leave the country on Tuesday. Can you let me know what happens when they bring it in?
GELFUSB	05/19/2009 02:48:49 PM	Call To Dan Stone		407208		The cust drove with Paul for a long time yesterday and not one time did the veh act up. They are going to keep it this week, asked him to ensure that they document each day how many miles are being put on it. Also, owner told Paul several times that she didn't want the veh any longer and that she had lost her job.
GELFUSB	05/26/2009 03:18:39 PM	Voice Mail From Dan Stone		407208		they have put approx 140 miles on the vehicle, 2 diff people drove, including drove with her for a few miles and the vehicle has driven as designed with no concerns. They have called the owner to retrieve the vehicle, but they will be out of town until 6/3, he asked if the RO should be closed.
GELFUSB	05/26/2009 03:20:19 PM	Voice Mail To Dan Stone		407208		Left msg that they should document that veh was left while the cust was going out of town, veh completed and cust still gone.
GELFUSB	05/29/2009 12:37:22 PM	Call From Dan Stone		407208		They were not able to duplicate anything, they released the veh back to the owner.

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

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GELFUSB	06/23/2009 08:18:10 AM	Attached Mail From				Rec'd another vehicle repurchase or replacement request. Cust attached sticky note on form that states that the vehicle was not repaired on the last repair attempt.
GELFUSB	06/23/2009 08:56:49 AM	Call To Dan Stone		407208		Confirmed that the veh has not been there since May. He reiterated all the driving they did and the diagnostics they did and could not confirm any issues with the vehicle.
GELFUSB	06/23/2009 09:21:33 AM	Mail To				Sent owner letter explaining that veh has been repaired since March, dlr was unable to verify any concerns last time the vehicle was at the dealer even after driving with the owner and during an extensive road test of their own. EON

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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 Jetta A5 2.0T						
	090117871	Customer Relations	3VWRJ71KX8M	9,000		
HOFFMAB	05/08/2009 03:35:43 PM	Call From				Complaint 403060 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking
	Customer states vehicle was taken to dealer 403060 on 4/22 and is still there. Customer states vehicle is still there, he is in rental, but they cannot get the part to repair vehicle. Customer states transmission was jerking and when backing up pulsates. Customer states the dealer is fine, this is first VW since 1994, which also had transmission problems. Customer states the valve body is on order and is in red priority but the dealer and other VW dealers cannot seem to obtain this part. Customer states he is working with Tom Koslowski, and someone higher up needs to look into obtaining this part for him. CO advised she will escalate his concern to a Regional Case Manager for review and he can expect return call by COB on Monday, the 11th with outcome. CO to escalate to RCM (Central)					Complaint 403060 Rsn: 99J Cost for Repairs
HOFFMAB	05/08/2009 03:44:46 PM	Category Selection				Complaint 403060 Part: 3885-Mechatronics Rsn: 04Q Order Fill Time
HOFFMAB	05/08/2009 03:47:40 PM	Assigned To associate - Central				
	Customer upset that he has to wait so long for valve body for vehicle, vehicle has been at dealer 403060 since April 22. Customer can be contacted at husbands cell anytime during day. RCM to contact dealer 403060					
NARDONP	05/08/2009 04:15:36 PM	Assigned To CAMPOSA				
CAMPOSA	05/11/2009 03:58:44 PM	Call To Ben		403060		
	Service Advisor states: vehicle needs mechatronics; on national backorder; will transfer RCM to parts department for additional information. RCM to continue with parts department.					
CAMPOSA	05/11/2009 03:59:47 PM	Continued Comment To David (Parts)		403060		
	DP advised: sales doc 1005621545, part number 02E325025ADZD7, order date 4/28/2009, on red order; no ETA. RCM to advise customer currently no eta; will follow up with customer by COB Friday 5/15. 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>
NARDONP	05/11/2009 04:50:11 PM	Call To [REDACTED]				RCM advised we are currently researching an ETA for the part on Backorder for Customer vehicle; unfortunately right now we do not have an accurate ETA, but RCM has dealt with another Customer waiting on a similar part and we are expecting stock of the part this week and then at least 7-10 days for delivery; we will not know if this holds true for Customer part since the ETA was specific to the other customers part; we will follow up on the ETA with Customer by COB Friday 5/15. Customer states he now has a vehicle he cannot drive that has been down for quite a while; he would like to know what VW can do as far as his payments. RCM advised we definitely can consider assisting with vehicle payments; in this situation we would like to wait until the vehicle is repaired and returned before making a decision on possible assistance. RCM to research.
CAMPOSA	05/11/2009 04:57:03 PM	Note To CCC				RCM to assign to Level 2 for research.
CAMPOSA	05/11/2009 04:57:22 PM	Assigned To CER				Please research. Sales Doc number 1005621545, part number 02E325025ADZD7, order date 4/28/2009. RC to research.
PRENTIM	05/12/2009 08:02:42 AM	Assigned To PETERSG				Part is a VIP part, being built VIN-specific. Typically it will take 6 weeks. Part was ordered on 4/28/09. Please allow an additional 4 weeks for shipping. If part has not arrived by 6/9/09, please re-escalate.
PRENTIM	05/12/2009 08:05:22 AM	Assigned To CAMPOSA				
AUSTINS	05/12/2009 04:09:47 PM	Call From [REDACTED]				Customer states: he had gotten his a call from a representative at CCC and is returning the call. CA advised: will see if the RCM is available to speak to the Customer. CA to locate RCM.
AUSTINS	05/12/2009 04:13:37 PM	Transfer To Ann				CA transferred Customer to RCM. RCM to continue conversation with Customer.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	05/12/2009 04:15:42 PM	Continued Comment With				RCM advised: component is a VIN specific part; can take 6-8 weeks to receive; will follow up with customer on Friday 5/15 as promised. Customer advised: was told by Dealer 403060 that an oil change, tire rotation and battery check would be \$100; just heard on tv today that the Vyletel Goodwrench is doing the same thing and an inspection for \$39; feels like VW is scamming him; very upset at the length of time for the component and the amount for the 10k maintenance. RCM advised: Dealers are in the best position to set their own rates; will forward customer's complaint regarding fees to Dealer; will follow up with customer as promised on Friday 5/15. RCM to send FYI email to Dealer.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	05/12/2009 04:22:36 PM	E-Mail To Don Pinneo	403060			
***** Email to don@vyletel.com; ***** FYI ONLY: Service Experience						
Hello! The following customer has contacted Customer CARE regarding feedback with their service experience. Please review the details below:						
Customer Name: [REDACTED]						
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71KX8M [REDACTED]						
Customer Concern: Customer was advised that for the 10k maintenance it would cost approximately \$100. He just heard on TV that your Goodwrench dealership is only charging \$39 for the same thing. The customer feels that the VW branch of Vyletel is taking advantage of their customers with their fees.						
The customer asked us to pass his concerns along to you.						
Thank you for your help.						
Ann Camposeo (248) 754-3242						
The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to call Dealer.						
CAMPOSA	05/13/2009 09:30:28 AM	Return Call From Don	403060			
Service Manager advised: following up on customer's concern with fees for 10k maintenance; Goodwrench uses non-synthetic oil, and rotates tires; VW vehicle requires synthetic oil; vehicle's 10k maintenance includes an airbag scan, brake system check, tire rotation and battery check; VW vehicle also goes through the same inspections that Goodwrench provides. RCM advised: will document reply; will remind customer of what is included in the 10k maintenance. RCM to call Dealer.						

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	05/15/2009 09:16:43 AM	Return Call From Don		403060		Service Manager advised: Mechatronic unit came in today; will not be able to complete repairs on vehicle until Tuesday 5/16; will contact customer with update today. RCM advised: will follow up with customer later today to give Dealer time to contact customer. RCM to call customer.
CAMPOSA	05/15/2009 04:24:58 PM	Call To [REDACTED]				RCM advised: asked if customer received call from Dealer. Customer advised: stopped by Dealer today; was advised his part was in; was told the Dealer would not be able to repair the vehicle until Monday. RCM advised: RCM was told by Service Manager it may not be ready until Tuesday 5/19; since customer is receiving conflicting information, we will follow up with customer by COB Monday 5/18. Customer advised: received his answer from Dealer on the reason for the cost of the oil changes; was not aware at the time of purchase that oil changes would be so much. RCM advised: we heard our customer's comments and that is why our 2009 and 2010 vehicles now come with Carefree Maintenance. Customer states; based on his previous experience in his 1994 and based on his current experience he will never purchase another VW again. RCM advised: hoping that we will be able to turn that experience around. RCM to call Dealer.
CAMPOSA	05/18/2009 01:26:32 PM	Call To Ben		403060		Service Advisor stated: missing one piece; should be here tomorrow. RCM to call customer.
NARDONP	05/18/2009 04:59:41 PM	Call To [REDACTED]				RCM advised we did speak with Dealer 403060 about the parts availability for Customer vehicle and have been advised we should have the last part tomorrow. Customer states this is unacceptable and he is very displeased with the parts distribution of VW and feels we should look into compensation for his vehicle payment; the vehicle has been down since 4/26 and there have been mistakes in ordering parts along the way. RCM advised once the vehicle is repaired and returned to Customer, we will be able to make a decision on vehicle payment compensation; will follow up tomorrow to make sure all parts are in for his vehicle. RCM to call Dealer 403060.
CAMPOSA	05/19/2009 03:55:22 PM	Call To Don		403060		Service Manager advised: component did not come in today; scheduled to be in tomorrow; have authorized a vehicle payment once the repairs are completed; will take a couple days for the repairs to be completed. RCM to advise customer: component did not come in today; scheduled to be in tomorrow; Dealer will provide vehicle payment once vehicle repairs are completed; seeking to know if customer still requires a follow up. RCM to call customer.

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CAMPOSA	05/19/2009 04:44:20 PM	Call To [REDACTED]				RCM advised: component should be in tomorrow; will take a few days for vehicle to be repaired; Dealer has advised that when vehicle is repaired, the dealer will provide a vehicle payment. Customer states: not happy that the gasket was not at the dealer today; feels this is the worst parts management system; seeking to know if his rental is also being covered. RCM advised yes. Customer states: is a waste of money; was advised by another dealer that he (the customer) could have driven his vehicle while waiting for his component to come in. RCM advised: it depends on the severity of the symptoms; may not have been in the best interest of the vehicle to drive the vehicle; VW does not consider covering the rental as a waste of money; we provide rental provisions in our NVLW so that in the unusual case that a customer requires a vehicle repair, and it takes longer than 24 hours, the customer is not inconvenienced anymore that currently inconvenienced. Customer advised: will work directly with dealer from here out. No further action.

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T						
	090122849	Customer Relations	3VWRJ71K78M	7,000		Complaint 403089 Pr. Part: 3511-Mechatronic Pr. Rsn: H25 (MIL) Check Engine Light
MULLIGM	05/14/2009 10:43:31 AM	Call From				Complaint 403089 Part: 3511-Mechatronic Rsn: 36A Rental/Loaner
Customer states has driven VW all his life; this vehicle is his daughters; having concerns with vehicle; has been at Dealer 403089 since 4/28 or 29; needs a hydraulic part; first was advised 1 week, then one more week; now Dealer doesn't know when part will be in; rental agency will not give daughter vehicle as she is only 17; Dealer does not have loaners available right now; seeking to expedite part is possible; CO advised we are unable to expedite parts; as warranty repair Dealer would have already ordered it in most expedient was possible; if the part being made for vehicle may have to come from AG which would typically take 6-8 weeks; unable to override rental agency policy; advised to have Service Advisor at Dealer keep in touch with Customer to see if they may be willing to provide one if it becomes available; Dealer is provided with resources for most current updates; we can research an ETA but may not have further information than Dealer; RCM will call Customer by COB 5/15/09; Customer states to use cell; CO to assign to RCM.						
MULLIGM	05/14/2009 10:56:12 AM	Assigned To RCM				
Customer states seeking possible ETA of hydraulics part; vehicle down since 4/28; use cell RCM to e-mail Dealer 403089.						
NARDONP	05/14/2009 11:03:51 AM	Assigned To CAMPOSA				

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

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CAMPOSA	05/14/2009 11:11:20 AM	E-Mail To Michael Davis	403089			
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***** Email to mdavis@howardcooper.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 Jetta

VIN: 3VWRJ71K78M [REDACTED]

Customer's Description of Part: hydraulic part

Requested Information

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

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

Thank you in advance for your help.

Ann Camposeo
(248) 754-3242

RCM to wait Dealer email

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CAMPOSA	05/15/2009 11:41:08 AM	E-Mail From Michael Davis		403089		
Hello Ann;						
P/N 000-325-025-X-ZD7						
Sales Doc. 1005630094						
Order Date 4-30-2009						
It is currently showing an ETA of 5-29-2009.						
Hope this helps.						
Mike						
RCM to call customer						
HAWLEYD	05/15/2009 04:35:51 PM	Call To Paul Stec		403089		
Service manager advised that they are waiting for a mechatronics unit for this vehicle and it is expected in on 5/29/09. Service manager advised that they have placed the mother in a rental vehicle. RCM to contact customer.						
HAWLEYD	05/15/2009 04:39:25 PM	Voice Mail To [REDACTED]				
RCM LMTRMC. RCM or CA - Please advise customer that we have an estimate time of arrival of the part of 5/29/09 and that the dealer has advised that they have placed the mother in a rental vehicle. Please advise customer to stay in contact with the dealer and they would be able to provide the most current up to date information on the part and confirm that the mother is in a rental vehicle and that this has resolved the concern with the daughter being only 17 years old and not able to drive the rental vehicle. RCM waiting for customer call back.						
CAMPOSA	05/18/2009 01:16:07 PM	Voice Mail To [REDACTED]				
RCM LVMM. (Please advise customer that we have an estimate time of arrival of the part of 5/29/09 and that the dealer has advised that they have placed the mother in a rental vehicle. Please advise customer to stay in contact with the dealer and they would be able to provide the most current up to date information on the part and confirm that the mother is in a rental vehicle and that this has resolved the concern with the daughter being only 17 years old and not able to drive the rental vehicle.) 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 Jetta Wolfsburg Edition						
	090129081	Customer Relations	3VWRA71K58M			
HAWLEYD	05/21/2009 08:23:19 AM	Call To Bill Troise		408213		
Service manager advised that this customer has been in 5/06/09 and the mechatronics is not coming in for 4 weeks. RCM advised that we are aware of this. Service manager advised that the customer is in a rental vehicle. No further action.						Inquiry 408213
*Please note if the customer calls in, please advise that this component is built VIN specific and will take 6-8 weeks to build.						Pr. Part: 3885-Mechatronics
Advise customer to stay in contact with the dealer. * Thank you.						Pr. Rsn: 73F Manual Transmission/Clutch Inoperative

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 Jetta A5 2.0T [REDACTED]	090129663	Customer Relations	3VWRJ71K88M [REDACTED]	9,030		
DEARB	05/21/2009 03:42:33 PM	Call From [REDACTED]				Complaint 407456 Pr. Part: 3885-Mechatronics Pr. Rsn: E07 Stumbles/hesitates/dies in stop/go driving
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1st VW vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; Customer states that vehicle was missing, jumping, stalling; Customer is seeking/expecting VW to buy vehicle back and customer get into another Jetta; this customer perceives this to be a premature failure; Customer states: took vehicle to dealer 407456 for repairs last December; customer was experiencing concerns with the vehicle miss firing and jumping; customer was advised that the vehicle did not have concerns; since vehicle was returned to customer vehicle concerns have become worse; customer brought vehicle into dealer for repairs on May 11, customer advised dealer that the vehicle is stalling now along with previous concerns; customer contacted dealer 3-4 days later after drop off due to not being called; customer was advised that the transmission needs to be replaced in the vehicle; customer was advised that the parts were on order for vehicle; Customer contacted dealer today for a follow up on repairs; customer was advised that the parts are hard to get; at this point customer does not feel comfortable taking vehicle back with the entire engine being taken out of the vehicle; customer seeking assistance. CO advised: can escalate case to RCM for review; RCM would be able to contact customer back by COB tomorrow with an update; our goal is to work within the terms of the warranty. Customer states: seeking to be called at [REDACTED] CO to assign to RCM						Complaint 407456 Rsn: 96J Dealer did not follow-up
DEARB	05/21/2009 03:54:44 PM	Assigned To ccc				
Customer seeking for VW to buy back her vehicle and get her into another Jetta. RCM to review						
HEARNSN	05/21/2009 07:03:42 PM	Assigned To HEARNSN				
ZIEHMEC	05/22/2009 10:45:00 AM	Call To George		407456		
RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: it is the mechatronic valve body; the red ordered the part on 5/20; part number 000325025 XZD7; sales number 1005686017; in rental vehicle; only other repairs on vehicle was 1/22/09 to 1/23/09; brought in for hesitates & brakes squeak when wet but both were found to be operating to specifications; they also did a TSB for an air bag light; ETA for this part is 6/22. RCM to e-mail FOM.						
ZIEHMEC	05/22/2009 12:08:02 PM	E-Mail To Lisa				
RCM sent action required e-mail to FOM. RCM to wait FOM 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>
ISTIFOV	05/22/2009 03:40:45 PM	Call To [REDACTED]				RCM advised was calling in regards to customer's file. RCM advised that VW is still waiting for part to arrive and is still researching customer's request. Customer states that she has been without her vehicle so far for two weeks and that she feels because of the extensive amount of work involved with the repair this is why she is asking for VW to replace the vehicle. RCM inquired as to what her monthly payments are and if she leased or financed the vehicle and through which entity. Customer states she purchased the vehicle and is through VW Credit and pays \$383.00 per month. RCM advised RCM will contact customer back by Tuesday 5/26/09 with an update on file. Wait field contact.
HEARNSN	05/26/2009 04:20:18 PM	Call To George		407456		RCM called Dealer and requested number of days down thus far concerning mechatronics repair. Service Manager states that vehicle was brought in on 05/11/2009; ETA provided was 06/22/2009. RCM to perform face to face with RC.
HEARNSN	05/26/2009 04:21:55 PM	Face-To-Face To Greg				RCM advised RC of days down and customer request. RC states to e-mail Med/Arb since FOM is out (death in family) and engage in assistatnce as to customer request. RCM to e-mail Med/Arb.
HEARNSN	05/26/2009 04:39:26 PM	E-Mail To Brian Lindsay				RCM sent e-mail to Med/Arb. RCM to e-mail back-up FOM.
HEARNSN	05/26/2009 04:40:15 PM	E-Mail To David Methany				RCM sent e-mail to back-up FOM in regards to customer request. 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>
HEARNSN	05/26/2009 05:18:27 PM	Call To [REDACTED]				
RCM called customer advising: we are actively reviewing information as to request; would like to follow up on or before FRI, 05/29/2009 in regards to update. Customer states the following: information is not acceptable; back-up RCM indicated that customer would be provided with a decision today; aware of hold up to decision involves fact that VW can't locate part; Dealer placed customer in a Kia vehicle through Access Car Rental; seeking comparable vehicle with a working trunk as trunk is not working on vehicle; advised Service Advisor, Van of issue; spouse bought VW same time, having no issues; referred others to Brand; is VW going to assist with vehicle payments being made; do not want vehicle back; lemon law for states indicates that concern must be resolved in 30 days. RCM advised customer that part is considered a vehicle intelligent part as part is built VIN specific for vehicle; typically can take 4-6 weeks; we are not in the habit of advising of any specifics as to when we will have a decision, as process can take time; we do advise that applicable update will be provided once received; we work with Enterprise in regards to vehicle rental; we allow \$25.00 day vehicle and can not always guarantee a comparable vehicle; would like to review with Dealer as to getting into another vehicle without trunk issue for we certainly do not want to exacerbate concerns with additional issues; Lemon Law vary from states to state; there is a Consumer Protection Brochure in Owner's Manual with information; due diligence is certainly being afforded in addressing concern; when reviewing request, we look into all options including vehicle payment assistance; can not advise today of assistance regarding payment; personnel that RCM review with experienced death in family and case review has been directed to back-up; completely appreciate loyalty and referral and would like to continue review; will follow up tomorrow 05/27 of update as to vehicle rental. RCM to call Dealer.						
HEARNSN	05/26/2009 05:57:41 PM	Call To George		407456		
RCM called Dealer and advised of customer complaint concerning Access Rental vehicle trunk concern and comparability; seeking vehicle with a working trunk. Service Manager states that he was unaware of concern; Dealer Owner no longer work with Enterprise as to a previous matter; will contact Access to have vehicle upgraded and operating to specifications; will return call with update. RCM to wait Dealer call.						
HEARNSN	05/27/2009 11:50:27 AM	Voice Mail From George		407456		
Service Manager LVMM stating that he called Access Rental advising of customer complaint and requesting vehicle upgrade; Access states that they will be glad to assist and customer can contact Crystal direct at [REDACTED] RCM to call Med/Arb.						
HEARNSN	05/27/2009 12:07:09 PM	Voice Mail To Brian Lindsay				
RCM LMTRMC in regards to customer who is seeking vehicle replacement; advised of e-mail alert sent yesterday; provided direct EXT. 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>
HEARNSN	05/27/2009 12:12:41 PM	Voice Mail To [REDACTED]				RCM LVMM advising customer that Dealer was contacted in regards to Access rental Car vehicle; Dealer states that they were unaware of any trunk concerns and has contacted Access Rental to upgrade vehicle provided another rental for customer; Service Manager states that customer can contact Rental Company direct at [REDACTED] speaking to Crystal who can arrange to have another vehicle cleaned and ready for pick up at Access or Dealer, whatever customer prefers; provided Dealer Service Manager contact, CCC contact and Reference number; advised will follow up on or before FRI, 05/29/2009 with update to request. RCM to wait FOM-Med/Arb call.
HEARNSN	05/29/2009 12:12:26 PM	E-Mail To GELFUSB				RCM sent e-mail to Med/Arb inquiring of update. RCM to call Dealer.
HEARNSN	05/29/2009 12:14:24 PM	Call To TERRY		407456		RCM called Dealer and inquired if Part Manager had update to part. Part Manager states that there are no updates and Dealer is currently awaiting 2 mechatronic parts; will follow up as to update once obtained. RCM advised will forward PM e-mail to update/add Part Manager information in Dealer profile. Part Manager provided partsdept@southeastsignature.com as e-mail to use. RCM to e-mail 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>
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HEARNSN	05/29/2009 12:29:17 PM	E-Mail To Terry		407456		
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***** Email to partsdept@southeastsignature.com; *****

FYI ONLY: Dealer Profile Update Process

Hello! Per our conversation, please find the following LMS Change Form and VW HUB Email update process. These 2 documents will help you get your updated contact information in our database.

The Customer CARE Email system uses data from both VWHUB and LMS to determine the correct contact information.

<<LMC Update form>>

<<HUB Update Process>>

If you have any additional questions on how to update your information, please contact your Area FOM.

Nell Hearn
VWoA Customer CARE Center
Southern Region Case Manager
(248) 754-3417

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

RCM to call FOM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HEARNSN	05/29/2009 12:48:22 PM	Call To Lisa Brown				RCM called FOM advising of customer complaint and request. FOM states that she was copied on case; traveling home but will call customer next week, possibly MON, 06/01; requested that RCM advise customer that FOM will begin looking for a replacement vehicle next week and that customer can submit sales and finance contract that Med/Arb Department will need to review. RCM to e-mail Med/Arb.
HEARNSN	05/29/2009 12:57:44 PM	E-Mail To GELFUSB				RCM sent e-mail to Med/Arb advising of FOM update. RCM to wait Med/Arb e-mail.
HEARNSN	05/29/2009 01:45:14 PM	E-Mail From GELFUSB				Med/Arb sent e-mail stating that RCM need not call request any information from cusotmer as vehicle is financed through VCI. RCM to call customer.
HEARNSN	05/29/2009 04:27:24 PM	Call To [REDACTED]				RCM called customer and advised that FOM was contacted in regards to request and wanted RCM to inform customer that she will be working toward locating a replacement vehicle for customer next week and will contact customer early next week as well. Customer states her vehicle has over 8K miles is Representative trying to find a vehicle with 8K miles. RCM advised do not want to provide incorrect information as customer was previously advised; do not know entire process and FOM can detail during customer conversation, however, vehicle replacement typically involves a new vehicle with similar options/features, cost as customer vehicle. Customer states that Dealer has 2 - 2009 vehicles on lot; sure that no one has any 2008 vehicles. RCM again reiterating unknown how vehicle will be replaced and very possible that there are some 2008 vehicles available; FOM will be able to provide all specifics. Customer requested FOM name and again seeking clarification as to replacement. RCM advised customer of FOM name and indicated that feedback being provided concerning replacement was given by FOM. RCM to call FOM.
HEARNSN	05/29/2009 04:42:06 PM	Call To Lisa Brown				RCM advised FOM that Med/Arb states information that FOM was seeking for RCM to request from customer was not needed due to customer being financed through VCI; requested follow up as to replacement. RCM to wait FOM contact.
HEARNSN	06/02/2009 12:33:41 PM	Call To Lisa Brown				RCM LMTRMC in regards to customer vehicle request/update; provided direct contact. RCM to wait FOM 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>
HEARNSN	06/02/2009 03:34:28 PM	Call To Lisa Brown				RCM called FOM and inquired if customer was contacted in regards to mechatronic repair. FOM states that she will contact customer later today; requested VDF information be sent; RCM advised that back-up RCM sent original FOM e-mail and will send out e-mail. RCM to add note to user.
HEARNSN	06/02/2009 03:51:24 PM	Note To CCC				RCM unable to send VDF template as in past; will send using Dealer email correspondence; repair history template. RCM to e-mail FOM.
HEARNSN	06/02/2009 03:56:37 PM	E-Mail To Lisa Brown				RCM sent FOM Repair History Dealer e-mail template adding in-service date and mileage information. RCM to return to FOM.
HEARNSN	06/02/2009 03:57:58 PM	Return To Lisa Brown				FOM states that she received RCM e-mail and will follow up with customer and return e-mail to confirm that customer was contacted. RCM advised customer contact information. RCM to wait FOM e-mail.
HEARNSN	06/02/2009 06:02:37 PM	E-Mail From Lisa Brown				FOM sent e-mail advising that she contacted customer acknowledging that she will not handle request concerning replacement vehicle; advised customer to fax FOM sales contract, which customer states that she will be doing later today; FOM indicated that customer was seeking a TDI vehicle and she advised that this request will need to be researched; will need to work with FOM from this point in regards to request. RCM to call customer.
HEARNSN	06/02/2009 06:03:17 PM	Call To [REDACTED]				RCM called customer and advised that FOM states that customer was contacted in regards to replacement vehicle request; FOM states that customer requested a TDI vehicle which FOM added that request will need to be researched; FOM will be handling concern from this point and customer will need to remain in contact with FOM regarding request; seeking to close loop here at CARE in regards to matter. RCM to e-mail FOM.
HEARNSN	06/02/2009 06:18:35 PM	E-Mail To Lisa Brown				RCM sent e-mail to FOM advising that case is being closed regarding request and customer advised that FOM will be assisting from this point. No further action.

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

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VOLKSWAGEN OF AMERICA, INC.
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2008 Jetta A5 2.0T						
[REDACTED]	090130107	Customer Relations	3VWRJ71K48M [REDACTED]	10,000		Complaint 419127
CALDWEM	05/22/2009 02:11:23 PM Call From [REDACTED]					Pr. Part: 3511-Mechatronic
	CUST states frustrations, been waiting for over a month to receive the mega-a-tronic, aware of the epart process due to the CUST is a employy of DLR 419126. CO advised the parts are VIN specific can understand his concerns with waiting for the epart. CO advised the eparts department is the best resource with the parts update. CO advised will escalate to a RCM to follow up with CUST by COB WED 5/27/09 at [REDACTED] due to the eHoliday. CO assigns to the RCM.					Pr. Rsn: 47E No Start (temperature-independent)
CALDWEM	05/22/2009 02:18:26 PM Assigned To WER					
	Customer seeking to file a complaint for the mega-a-tronic part status, has been waiting over 30 days, Customer cell [REDACTED] RCM contacts Dealer 419126.					
ZIEHMEC	05/22/2009 02:20:07 PM Assigned To ZEHELD					
	Assigned for handling					

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

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ZEHELD	05/22/2009 02:25:39 PM	E-Mail To Rod Caine	419126			

***** Email to rcaine@lithia.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 Jetta

VIN: 3VWRJ71K48M [REDACTED]

Customer's Description of Part: Mechatronic Unit

Requested Information

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

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

Thank you in advance for your help.

Darrell Zehel
(248) 754-3653

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

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

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
RCM to wait Dealer 419126 e-mail.						
ZEHELD	05/22/2009 03:17:01 PM	E-Mail From Rod Caine	419126			<p>This part has been in car down status since 04-29-09. First part was broke right out of the box. According to our facing PDC, all units from Germany where broke. Part is expected early to late June. Here is the latest info.</p> <p>Daily order Sales Doc number: 1005628990 Part number: 02E325025ADZD7 Order date : 4/29/09</p> <p>RCM to assign to level 2.</p>
ZEHELD	05/22/2009 04:54:52 PM	Assigned To ccc				<p>Daily order Sales Doc number: 1005628990 Part number: 02E325025ADZD7 Order date: 4/29/09</p> <p>RC to research parts.</p>
PRENTIM	05/26/2009 09:04:48 AM	Assigned To ZEHELD				<p>Part is a VIP part, built VIN-specific. These parts typically take 6-8 weeks and this part was ordered on 4/29/09. Please allow until 6/24/09 for part to arrive at Dealer.</p>
ZEHELD	05/26/2009 01:21:33 PM	Call To [REDACTED]				<p>RCM advised part is VIN specific and will not arrive until 6/24/09. Customer states was told it would only take two weeks; works at Dealer 419126 and it will be exchanging hands in the next week; believes vehicle will be towed to the new location in town; seeking two months vehicle payment due to concerns; seeking to know if he has to stay in the rental. RCM advised has contact information for Dealer 419126 and we will not misplace the vehicle; will research in to compensation when the part arrives and the vehicle is repaired; has to remain in a rental at this time because part needs more time to arrive; will call Dealer 419126 on 6/24 and follow up with Customer the same day before COB. RCM to close case pending Dealer 419126 follow up on 6/24.</p>

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

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	06/24/2009 02:21:42 PM	Call To Travis	419127			Service Advisor states Service Manager is unavailable; vehicle was repaired and returned to Customer on 6/15. RCM to call Customer and offer 1.5 vehicle payments.
SMITHN	06/24/2009 03:49:56 PM	Call To [REDACTED]				RCM advised Customer that Dealer 419127 advised us that vehicle is repair. Customer states that it is and he is very pleased with the way the vehicle is running. RCM advised Customer that VWoA would like to pay 1 1/2 lease payments for Customer for the time he was out of his vehicle; RCM would like Customer to mail or fax in payment statement; it usually takes a couple of weeks once we get the fax so customer will want to continue making payments until he verifies that money is in his account; Customer will want to contact VCI a couple of weeks after faxing in payment statement; gave Customer reference number; Customer can contact CCC with reference number for update on status of payment if not in his VCI account. No further action pending Customer mail.

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

09/23/2009

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2008 Jetta A5 2.0T						
	090131926	Customer Relations	3VWRJ71K48M	10,000		
DUBROCN	05/26/2009 01:02:07 PM	Call From				Complaint 419126
	Customer states: 1 VW vehicle; works at Dealer 419126; current concern is the vehicle was surging, slipping; Dealer diagnosed the vehicle; which needed the mechatronic replaced; got the part on 4/29 when he brought the vehicle back in; that part was broken; they had to order a new part; the part was supposed to be here the week of May 21st; still have not received this part; should not be paying for a vehicle that he does not have to drive; lease is for 2 years; it will be 30 days down tomorrow. Customer seeking VW to pay his one month vehicle payment due to vehicle being down that long. CO advised: cannot guarantee that VW will meet his requests: due to the nature of the call a RCM will have to research his request and follow up with Customer by the COB on 5/26 at prefers after 12:00pm. CO to assign.					Pr. Part: 3511-Mechatronic
DUBROCN	05/26/2009 01:12:57 PM	Assigned To ccc				Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
	Customer seeking VW to pay one month vehicle payment; due to vehicle being down for 30 days tomorrow. CO advised: cannot guarantee that VW can meet that request; due to the nature of the call a RCM will research request and follow up with Customer by the COB on 5/26 at prefers a call after 12:00pm. RCM to research.					
CONLINR	05/26/2009 01:29:27 PM	Assigned To ZEHELD				
DUBROCN	05/26/2009 01:49:13 PM	Note To ccc				
	Reference case #90130107. CO opened a case when there is a previous case in progress. No further action.					

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

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T						
	090132020	Customer Relations	3VWRJ71K68M	10,500		Complaint 406524 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking
ALEXANLA	05/26/2009 02:12:16 PM	Call From				Complaint 406524 Part: 3511-Mechatronic Rsn: 95J Length of time for repairs
Customer states: Original owner; Customer leased from VCI; This customer/family has owned 2 vehicle(s); maintains the vehicles at our dealers (Dealer 406524); has experienced multiple vehicle issues as the vehicle has been into the dealer 3 times for this concern; when at a stop the vehicle will jerk and then will rattle when being driven; Customer is seeking/expecting to know how much longer will repairs take and to be taken out of his lease; working with Service Manager; states vehicle has been at Dealer 406524 for 21 days now. CO advised Customer that VW can look into request with no promises; advised case will be assigned to RCM who will follow up by COB tomorrow 5/27. Customer acknowledged. CO to assign case to RCM.						
ALEXANLA	05/26/2009 02:15:22 PM	Assigned To RCM				Complaint 406524 Rsn: 96J Dealer did not follow-up
Customer seeking to have information on the status of repairs and to be taken out of the lease; call RCM to research.						
ZIEHMEC	05/26/2009 02:19:50 PM	Assigned To PABSTM				Complaint 406524 Rsn: 88J Vehicle Condition After Repair
Assigned for handling.						
SZYMANT	05/26/2009 04:12:23 PM	Call To Michael Davis		406524		Complaint 406524 Part: 3511-Mechatronic Rsn: 14H Repeat Repair
Service manager states he doesn't have the records in front of him, but vehicle has been down for awhile; it needs a new mechatronics unit; on order; customer is in a rental; no ETA yet. RCM to e-mail parts.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT	05/26/2009 04:17:22 PM	E-Mail To Tom Manning		406524		

***** Email to tmanning@northeastauto.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 Jetta

VIN: 3VWRJ71K68M [REDACTED]

Customer's Description of Part: mechatronics unit

Requested Information

1) Part Number:

2) Sales Document Number:

3) Order Date:

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

Thank you in advance for your help.

Therese Szymanski (filling in for Michele Pabst)
248 754 3699

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

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RCM to wait dealer 406524 e-mail.						
SZYMANT	05/27/2009 09:35:33 AM	Call To Bernadette (parts DP)	406524			Parts DP states the following: mechatronics unit was ordered on 5/12; the ETA is June 5; part has to be made specifically for this vehicle; part # is 000325025XzD7; sales doc # is 1005661540. RCM to call customer.
SZYMANT	05/27/2009 10:24:55 AM	Call To [REDACTED]				RCM advised understand customer brought vehicle in a number of times to try to get vehicle concerns addressed, and on most recent visit, they determined he needs a new mechatronics unit. Customer states that is correct; he has this VW and an Eos; he had this vehicle in there for 2 weeks before and when he got it back, it was in worse condition; the steering wheel was to the left; he is paying on a 4 year lease and is driving a Honda rental. Customer states he doesn't trust this dealership completely based on past experience; also, they are bad about phone follow up. RCM advised mechatronics unit is on order and ETA is June 5, though that is not a guarantee it will arrive at that time; we will follow up on repairs and then make evaluations with regard to his request once the vehicle is repaired; cannot promise we can meet his expectations as our goal is to repair vehicle within terms of the warranty; will note his frustrations with the dealership and stress to them that it is important to him that vehicle be returned in proper condition; customer can feel welcome to call us if there are any communication issues with the dealer; RCM doesn't expect any updates before 6/5, and will touch base with customer on that date to let him know if there is any information on the part. RCM set follow up date of 6/4 in the system, on which we will touch base with dealership; follow up with customer no later than 6/5.
PABSTM	06/04/2009 02:38:30 PM	Voice Mail To Leon Newman	406524			RCM LMTRMC. RCM to wait call from dealer 406524.
PABSTM	06/05/2009 12:36:16 PM	Voice Mail To Leon Newman	406524			RCM LMTRMC. RCM to wait call from dealer 406524.
PABSTM	06/05/2009 01:14:43 PM	Return Call From Leon Newman	406524			Service Manager advised the 10K was done 4/13/09, the vehicle had state inspections, dealer 406524 replaced a tire, replaced the brake light switch, the mechatronic is replaced, the car is done, the customer is on his way to pick up the car, the car came in 5/7/09, had 3 concerns, brake light, rattle noise and transmission jumping. RCM advised will offer the customer a vehicle payment. RCM to call the customer.

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

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	06/05/2009 01:31:58 PM	Voice Mail To [REDACTED]				RCM advised understanding the car is being picked up and to call the RCM. RCM to wait customer call.
PABSTM	06/08/2009 10:11:53 AM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advised following up on the customers repairs, offer vehicle payment. RCM to wait customer call.
CALDWEM	06/08/2009 12:05:53 PM	Return Call From [REDACTED]				Customer states returning the RCM call, VM were offered, CA attempts to contact the RCM.
CALDWEM	06/08/2009 12:06:35 PM	Transfer To PABSTM				CA transfers to the RCM, RCM continues with Customer.
PABSTM	06/08/2009 12:14:07 PM	Continued Comment With [REDACTED]				Customer states the car is going back to dealer 406524, he has not scheduled an appointment ye, the original concern was the steering wheel should be aligned, it still pulls to the right, the transmission is better, sometimes there is a click in the transmission, he can live with that. RCM advised because of the concerns with the mechatronic, the RCM would like to send him a vehicle payment, advised the RH main fax # to send the payment coupon showing the monthly amount, if he pays VCI the money will go to VCI, if he pays another lender, the check will go to the customer. Customer states he doesn't know who he pays, he doesn't need anything else. no further action, pending customer fax.

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T						
	090134541	Customer Relations	3VWRJ71K08M	30,000		
CALDWEM	05/28/2009 12:32:24 PM	Call From				Complaint 424323 Pr. Part: 3885-Mechatronics Pr. Rsn: 54Q Extensive Repair History
Customer states the vehicle were purchased with 16 miles, new, replaced the transmission and water pump in first year of ownership. Customer states the transmission was jerking from reverse, vehicle was taken into Dealer 424323 yesterday. 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; No additional warranty/Service contract; transmission shifting concerns; Customer is seeking/expecting extend the warranty; working with Bob; this customer perceives this to be a premature failure; CO advised this is not the type of experience we want for the vehicle or the Customer, we can look into possible extend the warranty, our main goal is to ensure the vehicle is repaired operating to manufacture specifications and work within the terms of the warranties for any manufacture shortcoming. CO advised because of the nature of the concerns we will escalate to the RCM, will follow up with Customer by COB FRI 5/29/09 on the cell to research for the request. CO assigns to the RCM.						Complaint 424323 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
CALDWEM	05/28/2009 12:38:50 PM	Assigned To CER				
Customer seeking a WAR extension due to the transmission and water pump failed, replaced in the first year of ownership, vehicle is located at Dealer 424323 to address the transmission jerking concerns. Customer spouse cell phone RCM contacts Dealer 424323.						
ZIEHMEC	05/28/2009 01:06:33 PM	Assigned To CAMPOSA				
Assigned for handling.						
ZIEHMEC	05/29/2009 10:37:16 AM	Call To Dave		424323		
Service Advisor states that the Service Manager is not available, but he can assist. RCM advised Service Advisor of the customers concerns and what the customer is seeking. Service Advisor states: the mechatronic needs to be replaced; confirmed the previous repairs; days down are 8 days; the customer is driving the vehicle until the parts come in; part number 02E325025ADZD7, sales number 1005703437, red ordered on 5/27. RCM to call customer and move follow up date.						

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CUSTOMER COMMENT DETAIL REPORT
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FALKENA	05/29/2009 01:03:36 PM	Call To [REDACTED]				CA inquires if Customer is available. Spouse advises, no, but can take the information. CA advises the following: we spoke with Dealer 424323 and the component has been ordered on the highest priority of ordering; we can follow up with Customer no later than COB 6/5/09, if not sooner, as it does take some time for component to come in. CO to review and close pending follow up information.
ZIEHMEC	05/29/2009 01:10:03 PM	Note To CCC				RCM to close pending follow up date 6/5.
GIROUXS	06/01/2009 03:10:07 PM	Call From [REDACTED]				Customer states: called last Thursday and requested for warranty to be extended due to the amount of repairs vehicle has had; seeking to know what is going on. CA advised: someone did contact wife and advise that there would be follow up no later than COB on 6/05/09, as we want to ensure that the part on order is recieved. Customer states: but seeking to have warranty extended. CA advised: as the manufacturer, our goal is to repair the vehicle, and work under the terms of existing warranties; our priority right now is to ensure that part comes in and vehicle is fixed, before we look further into customer's request; CA would like to set customer's expectations that it is unlikely we will be able to meet that request, but as soon as more information is recieved RCM will follow up with customer, and that will be no later than COB on 6/05/09 regardless if there is an update or not. Customer acknowledged. RCM to review and close pending follow up date.
CAMPOSA	06/05/2009 10:36:16 AM	Call To Bob		424323		Service Manager advised: mechatronics is not in yet; has been advised that it can take a month. (NOTE: after RCM hung up with Dealer RCM realized we needed to verify customer's claim of transmission being replaced in the first year of ownership as VDF does not indicate this) RCM to call Dealer.
CAMPOSA	06/05/2009 03:11:32 PM	Call To Bob		424323		Service Manager advised: customer has never had a transmission replaced in this vehicle; customer performs all their maintenance at Dealer 424323; vehicle has had a coolant pump replaced; customer called this afternoon; was advised that the component can take up to a month to receive; symptom occurs when vehicle is warm and only at initial take off from stop. RCM to call customer.

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CAMPOSA	06/05/2009 03:15:54 PM	Voice Mail To				
RCM LVMM. RCM advised: understand from Dealer that customer's vehicle requires a Mechatronics unit; this is manufactured to order, and is very specific to each individual vehicle; can take up to 4 weeks to receive; we will follow up with customer by COB Friday 6/19 to see if component has arrived. (NOTE: customer has only had a coolant pump replacement, a door panel and this mechatronics unit replaced. We will not be able to meet the customer's expectation of a warranty extension. Since customer is so loyal to Dealer, RCM to consider providing customer with service voucher after repairs) RCM to call Dealer.						
GIROUXS	06/09/2009 12:50:18 PM	Return Call From				
Recieved a call from RCM, returning call. CA advised will transfer. CA to transfer.						
GIROUXS	06/09/2009 12:50:55 PM	Transfer To Ann				
CA transferred. RCM to continue.						
CAMPOSA	06/09/2009 12:54:53 PM	Continued Comment With				
RCM advised: Dealer 424323 has advised that the mechatronics unit needs to be replaced in the vehicle; the mechatronics unit is built to order as it is specific to each vehicle; this part can take up to 4 weeks to receive; RCM advised customer via voice mail that we would follow up with the customer by COB Friday 6/19 with an update. Customer advised: his coolant pump went out and now he needs transmission repair; he doesn't feel comfortable with the vehicle nor the warranty. RCM advised: the customer did indeed have their coolant pump replaced and they are having their mechatronics unit replaced; although we don't anticipate any problems with our vehicles, problems can sometimes occur; this is why VW provides such a generous warranty; we apologize for the frustration. Customer advised: seeking warranty extension. RCM advised customer: we offer the manufacturer warranty; unfortunately we will be unable to meet the customer's expectation of a warranty extension; the Dealer is very aware of the inconvenience of the repair; once the component comes in the Dealer will contact the customer to set up the repair appointment; as previously promised, RCM will follow up with the customer by COB Friday 6/19. RCM to call Dealer.						
NARDONP	06/19/2009 12:46:57 PM	Call To Dave		424323		
RCM advised wanted to check on the part for Customer vehicle. Service Advisor states the mechatronics unit has arrived and they will contact Customer shortly to set an appointment. RCM to call Customer.						

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NARDONP	06/19/2009 12:50:55 PM	Call To [REDACTED]				
RCM advised did confirm with Dealer 424323 that the part for Customer vehicle has arrived; they will be contacting Customer shortly to set an appointment for repairs. Customer states she did have question about the water pump on the vehicle; it was replaced recently and she wants to know if it will be replaced again during the 40K maintenance. RCM advised the only way a						
[REDACTED]	090139092	Customer Relations	3VWRA71K58M [REDACTED]			
WILLIAC2	06/03/2009 02:32:27 PM	FAX From Edward Merman	408126			
Fax in doc center.						Inquiry Pr. Part: 3885-Mechatronics Pr. Rsn: 17K New Fax
WILLIAC2	06/03/2009 02:33:31 PM	Assigned To EDWARDAM				
EDWARDAM	06/03/2009 02:39:11 PM	Note To CCC				
RCM reviewed fax that Dealer 408126 sent over regarding mechatronic unit on order as RCM requested these for compliance. No Further Action.						

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

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2008 Jetta A5 2.0T [REDACTED]	090141030	Customer Relations	3VWRJ71K88M [REDACTED]	7,000		
MULLINT	06/04/2009 12:08:14 PM	Call From Tony Schummel	FOM advised that the customers vehicle was down for Mechatronic unit; advised the vehicle has been down about 40 days; advised he is going to be contacting the customer today; he is going to let the customer know that we will reimburse her for 2 months vehicle payment; advised he would like a check sent directly to the customer; he will send RCM information after he speaks with customer. No further action, pending FOM contact.			Complaint 408110 Pr. Part: 3885-Mechatronics Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
						Inquiry 408110 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 96G Reimbursement

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

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MULLINT	06/08/2009 08:01:00 AM	E-Mail From Tony Schummel				
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Hi Tronda,

We spoke about this customer last week. I would like to send her a reimbursement of 2 lease payments because her car was down over 35 days while waiting for a backordered mechatronic unit, and she had an additional 5 days down when she first complained about it on a previous visit. We were not able to diagnose it the first time because it was acting up intermittently. Her monthly payment amount is \$253.00, but I told her we would just round off the 2 month amount to an even \$500. She seemed to be happy with this offer and told me that everyone in her family is driving a Volkswagen.

Could you please process a check for her (as opposed to account credit) in the amount of \$500.

3VWRJ71K88M in-svc-date: July 28, 2008

Yonkers, NY

Do not hesitate to contact me if you have any questions or need further information. Thank you!

Regards,

Tony Schummel
Fixed Operations Manager
Eastern Region Area 5

Volkswagen of America, Inc.

Phone 845-895-1543
Fax 845-895-1350
Cell 914-325-0021
anthony.schummel@vw.com
<http://www.vw.com>

RCM to generate check.

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

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MULLINT	06/08/2009 08:05:42 AM	Note To CCC				
	3VWRJ71K88M					VW to provide customer \$500 reimbursement towards vehicle payment for the amount of time without the vehicle. Total reimbursement \$500.00. RCM to wait check.
CR_BATCH	06/11/2009 04:00:16 AM	Note To MULLINT				
	Check #					for amount \$ 500.00 mailed on 06/10/2009

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2008 Jetta A5 2.0T						
	090143966	Customer Relations	3VWRJ71K48M	20,000		Complaint 424140 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
DEARB	06/08/2009 04:47:06 PM	Call From				Complaint 424140 Rsn: 95J Length of time for repairs
Customer states: calling regarding concerns with vehicle; Customer brought vehicle to dealer 424140 last Monday for repairs; vehicle is jerking and hard to shift especially in reverse; customer was in a rental but gave it back due to customer having to pay for insurance at \$15 a day; customer has attempted to get information regarding the repairs; seeking vehicle to be repaired and rental. CO advised: rental policy; customer would still be responsible for insurance for vehicle; will escalate case to RCM regarding vehicle concerns; RCM will contact Customer by COB tomorrow. Customer states: seeking to be called on cell phone CO to assign to RCM						
DEARB	06/08/2009 04:58:54 PM	Assigned To CCC				
Customer seeking to have vehicle repaired. RCM to review						
NARDONP	06/08/2009 05:33:28 PM	Assigned To CAMPOSA				
CAMPOSA	06/09/2009 10:18:55 AM	Call To Andrea		424140		
Service Advisor states: waiting on valve body; part has been on order since last week; will be placing customer in a loaner today; will call customer later this morning to set up. Service Advisor to transfer RCM to Parts Manager.						
CAMPOSA	06/09/2009 10:20:20 AM	Conference Call With Mark		424140		
Parts Manager advised: sales doc number 1005725995, part number 000325025XZD7, order date 6/4/2009; cannot be red ordered; status is "vehicle down". RCM to call customer.						
CAMPOSA	06/09/2009 02:04:50 PM	Voice Mail To				
RCM LVMM. RCM advised: understand from Dealer 424140 that customer is now being provided a loaner from the Dealer; we understand that the Dealer is waiting on the part; the part was ordered on 6/4; has been 4 business days since order placed; will follow up with customer by COB Friday 6/12. RCM to call Dealer.						
SHORTK	06/09/2009 02:28:57 PM	Call From				
Customer states returning call. CA to contact RCM.						

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SHORTK	06/09/2009 02:29:51 PM					Customer seeking RCM to return his call and advised he appreciates her involvement and getting things moving. RCM to follow up with customer.
CAMPOSA	06/10/2009 01:40:57 PM	Call To				RCM advised: wasn't sure if customer was seeking a call back right away or if customer was waiting for RCM to call him at follow up day of Friday 6/12. Customer advised: wasn't receiving specific information from Dealer; was getting frustrated; customer has decided to use a family member's vehicle until his vehicle is repaired; seeking to know if Dealer would ever allow customer to drive vehicle while waiting for part. RCM advised: Dealer would return vehicle to customer while waiting for part if the vehicle was safe to drive, and driving the vehicle with the faulty/missing part would not cause additional vehicle concerns; we will follow up with customer by COB Friday 6/12 as promised. RCM to call Dealer.
CAMPOSA	06/12/2009 11:24:15 AM	Call To Annie		424140		Service Advisor states: parts are scheduled in July 7th. RCM to assign to Level 2.
CAMPOSA	06/12/2009 11:26:02 AM	Assigned To CER				sales doc number 1005725995, part number 000325025XZD7, order date 6/4/2009; cannot be red ordered; status is "vehicle down". Is there a way to determine if this part can come in sooner, and if it indeed cannot be red-ordered? RC to research.
PETERSG	06/12/2009 12:15:56 PM	Assigned To CAMPOSA				The Mechatronic orders are manufactured specific to the VIN and a normal time frame for delivery is 6-8 weeks. There is no way for Level 2 to track these "VIP" (Vehicle Intelligent Part) orders.
CAMPOSA	06/12/2009 02:05:10 PM	Note To CCC				RCM to advise customer: understand that the last component the dealership is waiting on is a mechatronics unit; this component can take 4-6 weeks to come in as they are made to the VIN; will follow up 6/29. RCM to call customer.
NARDONP	06/12/2009 02:29:20 PM	Call To				RCM advised we have been in contact with Dealer 424140 and have been informed a Mechatronics unit is on order; the normal time frame we see for this part is 4-6 weeks since this part has to be produced specifically for Customer vehicle; we will be constantly tracking the part for any updates in ETA or anything more specific; Customer will be updated with any changes as they become available but we will follow up at the very latest by 6/29. Customer states he appreciates the information and this is actually the first time anyone has been able to provide any specific information to him. RCM to follow up.

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CAMPOSA	06/29/2009 10:35:55 AM	Voice Mail To Annie Thompson	424140			RCM LVMM. RCM advised: seeking to know when vehicle was repaired; also seeking to know customer's loyalty. RCM to wait dealer call.
CAMPOSA	06/29/2009 10:42:02 AM	Return Call From Annie	424140			Service Advisor states: this is the second vehicle he has owned through Dealer 424140; and is loyal to service department too; vehicle was repaired and returned to customer end of last week; vehicle was down for 4 weeks. RCM to advise customer: we would like to provide customer with \$250 service voucher. RCM to call customer.
CAMPOSA	06/29/2009 03:21:57 PM	Call To [REDACTED]				RCM advised: following up to verify customer does not have any other concerns with vehicle; would like to offer customer \$250 service voucher; good for one year. Customer accepted. RCM to assign to correspondence.
CAMPOSA	06/29/2009 03:23:13 PM	Assigned To CORR				Please send custoemr \$250 service voucher. Correspondence to mail voucher.
BICKMAD	06/30/2009 05:58:57 AM	Assigned To ccc				
ABDULAM	06/30/2009 07:27:33 AM	Assigned To ABDULAM				
ABDULAM	06/30/2009 09:23:22 AM	Mail To [REDACTED]				CA generated letter, letter can be viewed in the doc center. RCM to review and close.
ABDULAM	06/30/2009 09:23:48 AM	Assigned To CAMPOSA				
CAMPOSA	06/30/2009 09:44:21 AM	Note To CCC				RCM reviewed. No further action.

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2008 Jetta Wolfsburg Edition						
	090145854	Customer Relations	3VWRA71K98M	7,000		
GIROUXS	06/10/2009 01:07:54 PM Call From					
Customer states: called CARE and spoke with an advocate yesterday; doesn't want to go through whole story again, it all should be documented in a case; basically dealer 408159 is advising that his engine concerns are due to him hitting a raccoon 4 months ago, even though his vehicle wasn't exhibiting any concerns until last week; advocate advised him to go through insurance company to get adjuster to write a letter stating that engine damage is unrelated to raccoon, and also get a letter from collision shop; customer did as he was told, despite fact that he didn't want to go through insurance because of large deductible, which is why he never addressed the damage to bumper from hitting the raccoon; insurance adjuster and serviceman both laughed at him when he requested letter and stated that they couldn't send a letter like that due to liability; customer felt stupid and is very dissatisfied with Volkswagen; thinks it is convenient for dealer to say it was due to him hitting a raccoon when the MIL and engine sounds didn't start happening until last week; feels that the dealer saw the bumper damage and made that decision, but were able to give him an estimate on tires which is a different issue but frustrating none-the-less; seeking to know how to get Volkswagen to stand behind their product, both adjuster and collision shop guy said it is impossible that engine problems are related to accident four months ago; collision shop hasn't performed full diagnosis, but they are in the process, vehicle is at Straight-line Collision at ; maybe someone at VW should follow up with them and find out what their diagnosis is. CO advised: apologized and explained that a case was not established when customer originally called; cannot verify that complete information was provided to customer, but apologized that customer felt stupid making request that he was advised to make;						Inquiry 408272 Pr. Rsn: 31F Dealer Locate (Service)
						Praise 408272 Rsn: 85J Treatment by Personnel
						Complaint 408159 Rsn: 02J Outside Influence
						Complaint Part: 1348-Crankshaft Rsn: E18 Unusual engine noise in steady highway driving
GIROUXS	06/10/2009 01:26:36 PM Continued Comment From					
Continued Comment: we do depend on our dealerships for diagnosis and if they diagnose that a concern is caused by outside influence, that would be the diagnosis we would go by; we certainly want to ensure that dealer utilized all of their resources to properly diagnose vehicle, so we would like to follow up with them and research further; cannot change any diagnosis made by dealer, but customer can of course go to another dealership for a second opinion if he feels 408159 is not diagnosing properly; CO will assign to RCM for further handling, and RCM will follow up with customer by COB tomorrow; seeking to verify best number and time to contact. Customer states his home phone at anytime is best, RCM can leave him a message if he doesn't answer; just wants to be treated fairly and feels that up to this point that hasn't happened; he's done the right thing by going through his insurance company; hoping Volkswagen does the right thing by standing behind their vehicles. CO acknowledged, advised RCM will follow up no later than COB tomorrow on home phone. CO to assign to RCM.						Complaint 408288 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
						Complaint Part: 1348-Crankshaft Rsn: H25 (MIL) Check Engine Light
						Complaint 408159 Rsn: 85J Treatment by Personnel

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>
GIROUXS	06/10/2009 01:31:27 PM	Assigned To ccc				Please follow up with 408159 to verify their diagnosis and ensure all resources were utilized. Customer states that he hit a raccoon 4 months ago, but as there was only some bumper damage and vehicle was running fine, he didn't address issue through insurance company due to high deductible; a week ago engine began bogging and MIL came on and so he took to dealer, who customer feels conveniently blamed on accident from 4 months ago; is going through insurance company now to get damage repaired from raccoon, but so far they have been unable to determine that engine problems are due to raccoon; dealer diagnosed that sensors need to be replaced; vehicle at Straight-line Collision, phone number is [REDACTED] RCM to follow up with dealer.
EDWARDAM	06/10/2009 01:45:40 PM	Assigned To EDWARDAM				

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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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EDWARDAM	06/10/2009 01:59:05 PM	E-Mail To Eric Thompson	408159			
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***** Email to ET@LQAUTOS.COM *****

ACTION REQUIRED: Service Experience @ 408159

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 Jetta
VIN: 3VWRA71K98M [REDACTED]

Customer (concern): Customer states dealer 408159 is advising that his engine concerns are due to him hitting a raccoon 4 months ago, even though his vehicle wasn't exhibiting any concerns until last week; advocate advised him to go through insurance company to get adjuster to write a letter stating that engine damage is unrelated to raccoon, and also get a letter from collision shop; customer did as he was told, despite fact that he didn't want to go through insurance because of large deductible, which is why he never addressed the damage to bumper from hitting the raccoon; insurance adjuster and serviceman both laughed at him when he requested letter and stated that they couldn't send a letter like that due to liability; customer felt stupid and is very dissatisfied with Volkswagen; thinks it is convenient for dealer to say it was due to him hitting a raccoon when the MIL and engine sounds didn't start happening until last week; feels that the dealer saw the bumper damage and made that decision, but were able to give him an estimate on tires which is a different issue but frustrating none-the-less; both adjuster and collision shop guy said it is impossible that engine problems are related to accident four months ago.

The customer is seeking the following: seeking to know how to get Volkswagen to stand behind their product.

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 408159 e-mail or call.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	06/11/2009 02:47:18 PM	Call To Alicia		408159		Service Advisor advised Service Manager and Service Manager's assistance are currently not available; seeking to transfer to Assist. Service Manager VMM. RCM to continue to LVMM.
EDWARDAM	06/11/2009 02:52:02 PM	Voice Mail To Mildred (Asst. SM)		408159		RCM LMTRMC. RCM advised seeking either her or Service Manager to call back to discuss cases; seeking repair history. RCM to wait Dealer 408159 call.
EDWARDAM	06/11/2009 04:14:41 PM	Voice Mail From Mildred (Asst. SM)		408159		SA LVMM. RCM to call DLR 408159.
EDWARDAM	06/11/2009 04:15:16 PM	Call To Mildred (Asst. SM)		408159		Service Advisor advised they had a lot of codes they found were due to the cause of an accident; Service Advisor Wesley personally inspected the vehicle and Customer explained he would be taking his vehicle to an outside shop for repairs and would be bringing it back to them; they still have an open Repair Order waiting on his return to complete recalls. RCM advised seeking if there is evidence of the accident with a raccoon hitting it. Service Advisor advised RCM will need to speak with Service Advisor Wesley for the details. RCM to continue comments.
EDWARDAM	06/11/2009 04:17:32 PM	Voice Mail To Wesley Hamilton		408159		RCM LMTRMC. RCM advised seeking to discuss front end damage. RCM to wait Dealer 408159 call.
EDWARDAM	06/11/2009 04:33:15 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised is still researching his concerns and gathering further details regarding the diagnosis from Dealer 408159; will follow up by COB tomorrow, 6/12. RCM to wait Dealer 408159 call.
HOWARDB	06/11/2009 04:46:06 PM	Return Call From [REDACTED]				Customer called to speak to the RCM. CA placed the Customer on hold to contact the RCM.
HOWARDB	06/11/2009 04:47:48 PM	Call To Amanda				RCM was assisting another Customer. CA to return to the Customer.

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

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HOWARDB	06/11/2009 04:48:56 PM	Return To [REDACTED]				CA advised the Customer that the RCM is assisting another Customer. CA offered assistance. Customer stated to have the RCM contact him on his home phone before the close of business today. RCM to call the Customer.
EDWARDAM	06/12/2009 11:28:53 AM	Call To Eric Thompson		408159		RCM advised did speak with Service Advisor Mildred regarding the faults; seeking more details regarding faults and seeking to verify the extent of the damage. Service Manager advised all the faults codes were temperature fault codes in the transmission and engine; they found the temperature sensor was smashed in the front, front grill damaged, and markings on the condensor like something hit it; doesn't know how much more the damage is; this has been caused by outside influence not covered by warranty; they did refer Customer to insurance. RCM to follow up with Customer.
EDWARDAM	06/12/2009 12:19:10 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advise the diagnosis gathered from Dealer 408159 is they found faults codes relating to the temperature sensors towards the transmission and engine; they found the temperature sensor smashed, there was damage to the front grill, and also markings on the condenser like it's been hit by front impact; unfortunately with the concerns he's now experiencing, the repairs needed have been found to be caused by outside influence, not covered by warranty. RCM to wait Customer call.
SHEARDA	06/12/2009 01:37:37 PM	Return Call From [REDACTED]				Customer is returning call from RCM. CA to call RCM.
SHEARDA	06/12/2009 01:38:29 PM	Transfer To Amanda				CA transferred the customer to the voice mail of the RCM. RCM to call customer.
EDWARDAM	06/12/2009 04:05:23 PM	Voice Mail From [REDACTED]				Customer LVMM. Customer states isn't sure why RCM is calling; VW states because he hit the raccoon 4 months ago that's why all his engine lights are on and was forced to go through his insurance; Geico is taking care of it and put it back together when it's only the bumper that was pushed in; even they said this is ridiculous; they ordered the parts; then this guy from Dealer 408159 calling him to stalking him to fix the damage now that he's going through his insurance; his 1st VW and this is the worst experience he's ever had; this guy blew him off; this point his car insurance is putting it back together; will not go back to Dealer and would appreciate someone to call him Wesley to stop calling me and stalking me; what are we little kids here; doesn't want calling no more. RCM to call Customer.

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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EDWARDAM	06/12/2009 04:18:11 PM	Voice Mail To				RCM LVMM. RCM advised is returning his VMM; the reason for Dealer 408159 contacting him is because they still have an open Repair Order and wanted to know if he wanted to have the recalls that are open on his vehicle completed; will notify Dealer 408159 to no longer call him; this is just a courtesy in calling him back and if he doesn't have any further questions; then he does not need to call back; if he does have any questions than can call back. RCM to close case.
SHEARDA	06/12/2009 04:21:31 PM	Return Call From				Customer is seeking to speak to the RCM. CA to transfer call to RCM.
EDWARDAM	06/12/2009 04:28:21 PM	Continued Comment With				RCM advised just LVMM for him just explaining was following as a courtesy; the reason Dealer 408159 was calling is because they still had an open Repair Order to complete recalls on his vehicle. Customer states will not go back to Dealer because of their unprofessionalism; the Service Advisor didn't say anything to him about the recalls except go around his vehicle and pen down all the damages; now going through his insurance which it's costing \$1,000 deductible; the Dealer blew him off and forced him to go through Geico; probably won't get another VW because of this; the insurance company and the body shop all laughed at him and granted they fix it and it still has all the lights on, then what should he do. RCM advised would recommend for him to take it to another VW Dealer if he no longer wants to return to Dealer; will notify the Service Manager of Dealer to have the Service Advisor quit calling him as well; if there is any further questions or concerns after this is completed he's welcome to let CCC know. RCM to e-mail Dealer 408159

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	06/12/2009 04:38:01 PM	E-Mail To Eric Thompson		408159		
<p>***** Email to ET@LQAUTOS.COM *****</p> <p>FYI ONLY: Service Experience @ 408159</p> <p>Hi Eric: The following customer has contacted Customer CARE regarding feedback with their service experience. Please review the details below:</p> <p>Customer Name: [REDACTED]</p> <p>Model Year/Model: 2008 Jetta</p> <p>VIN: 3VWRA71K98M [REDACTED]</p> <p>Customer states he won't be going back to Dealer because of their unprofessionalism; the Service Advisor didn't say anything to him about the recalls except go around his vehicle and pen down all the damages; now going through his insurance which it's costing \$1,000 deductible; feels the Dealer blew him off and forced him to go through Geico; insurance company and the body shop all laughed at him and granted they fix it and it still has all the lights on; seeking for the calls to be stopped by this dealership as well.</p> <p>FYI ; please make note for further calls to be stopped to customer.</p> <p>Thank you for your time,</p> <p>Amanda Edwards</p> <p>No Further Action.</p>						
CLAYTOY	06/25/2009 10:54:19 AM	Return Call From [REDACTED]				
<p>Customer states he is seeking to add to his case. CO advised the customer would need to speak with the RCM. CO advised the customer if the RCM is not available the customer could leave a voicemail message. CO transfer to RCM.</p>						
CLAYTOY	06/25/2009 10:55:54 AM	Transfer To iMs. Edwards				
<p>Transfer to RCM.</p>						

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	06/25/2009 01:05:54 PM	Voice Mail From	[REDACTED]			Customer LVMM. Customer states received vehicle back and it's all repaired; no lights on or anything; is embarrassed to say that they didn't know what they were talking about; would like a call back to let RCM know what happened. RCM to call Customer.
EDWARDAM	06/25/2009 01:40:09 PM	Voice Mail To	[REDACTED]			RCM LMTRMC. RCM advised was returning his call; did receive his VMM stating that he was able to resolve his light concerns; if there is any further information he wants to have documented in his case he is more than welcome to speak with anyone here at CCC to have that done. No Further Action, pending Customer call.
CLAYTOY	06/26/2009 01:29:32 PM	Return Call To	[REDACTED]			Customer states he is seeking to speak with the RCM. Customer states the vehicle was supposedly repaired and now the vehicle is Jerking. CO advised the would need to address this with the RCM. CO transfer the call to RCM.
CLAYTOY	06/26/2009 01:30:47 PM	Transfer To Ms Edwards				Transfer to RCM.
EDWARDAM	06/26/2009 03:49:43 PM	Call To	[REDACTED]			RCM LMTRMC. RCM to wait Customer call.
CLAYTOY	06/29/2009 12:03:23 PM	Return Call To	[REDACTED]			Customer states he is seeking to speak with the RCM. CA advised the customer if the RCM is not available the customer could leave a voicemail message. CO to transfer to RCM.
CLAYTOY	06/29/2009 12:04:29 PM	Transfer To Ms Edwards				Transfer to RCM.
EDWARDAM	06/29/2009 01:30:44 PM	Voice Mail From	[REDACTED]			Customer LVMM. Customer states seems RCM and him are playing a lot of phone tag; has to go back to a Dealer to have the recalls completed including would like them to test drive his vehicle; wondering who is his closest Dealer, but may just look it up on the computer; RCM can just LVMM letting him know. RCM to call Customer.

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EDWARDAM	06/29/2009 01:32:02 PM	Voice Mail To				
RCM LVMM. RCM advised may be best for him to locate on VW.com closest Dealer to him; RCM provided Dealer's in his area according to his zip code; if he wants to schedule an appointment and allow them to assist him by test-driving the vehicle and diagnosing it then he can contact RCM afterwards or before for RCM to follow up during; will be pending his call back if further assistance is needed from RCM before or after vehicle is back at a VW Dealer. No Further Action, pending Customer call.						
DUBROCN	07/10/2009 12:37:39 PM	Call From				
Customer seeking to speak with RCM; states he was supposed to contact RCM back when he took the vehicle to the Dealer; this is a very long story that the RCM is aware of. CA advised can see if RCM is available; if not he can LVMM. Customer states that was fine. RCM to call Customer.						
EDWARDAM	07/10/2009 04:16:07 PM	Voice Mail From				
Customer LVMM. Customer states has taken his vehicle to a NJ Dealer; they have stated that his concerns was not related to him hitting a raccoon but with an mechanical concern that is on backorder for weeks; giving him a rental in the meantime while his vehicle is down; seeking what VW is willing to do for him. RCM to research.						
EDWARDAM	07/10/2009 04:55:48 PM	Face-To-Face With Diane				
RCM advised Customer LVMM that he went to a NJ, possibly Dealer 408288; RCM thinks he needs a mechatronic unit as he stated the NJ Dealer was putting him in a rental vehicle and the part is on order for a long time; will put RCM in alert to follow up on. RCM to contact Dealer 408272.						
HAWLEYD	07/10/2009 05:16:43 PM	Call To Michael Knight		408272		
Service manager advised that the vehicle is there and will contact RCM on Monday 7/13/09 with a diagnosis. RCM waiting for service manager call back.						
HAWLEYD	07/13/2009 08:24:19 AM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	07/13/2009 12:51:32 PM	Call To Michael Knight		408272		
Service manager advised that they contacted tech line and they have ordered a mechatronics unit. Service manager advised that the customer is in a rental vehicle. RCM to contact customer.						

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HAWLEYD	07/13/2009 03:47:17 PM	Voice Mail To				RCM LMTRMC. RCM or CA - Please advise customer that we have confirmed that his vehicle needs a mechatronics unit that is a unit that is built VIN specific and it does carry and 6-8 week build time. Please advise customer that we have spoken to the service manager and they will provide a rental vehicle to him. Please advise customer that we are aware of his part situation and we will work with our corporate parts department to obtain his part. Please advise customer to stay in contact with the dealer. RCM waiting for customer call back.
BOMMARJ	07/13/2009 04:28:45 PM	Call From				Customer states seeking to speak to Diane. CA advised will see if available. CA to call RCM.
BOMMARJ	07/13/2009 04:29:31 PM	Call To Diane Hawley				CA called RCM, voicemail picks up. Line disconnects. CA to call Customer.
BOMMARJ	07/13/2009 04:30:42 PM	Voice Mail To				CA LVMM; advised unsure if transfer went through so called to follow up; advised of CCC 800# and reference #. RCM to call Customer.
MANNAE	07/14/2009 11:37:42 AM	Return Call From				Customer states wants to speak with highest person to address his concerns today, doesn't want to leave any voicemails. CA advised RCM is able to assist in addressing customer concerns. CA to contact RCM.
MANNAE	07/14/2009 11:38:02 AM	Call To Diane				RCM not available. CA to return to owner.

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MANNAE	07/14/2009 11:38:21 AM	Return To	██████████			
CA advised RCM was not available and offered assistance. CA advised show in the notes dealership has verified vehicle needs mechatronics unit, and part will take 6-8 weeks and dealership will be provided rental. Customer states he is aware of all this and dealership has been unreal and phenomenal in assisting him, they have provided him another 2008 Jetta but it's not his vehicle and doesn't have leather seats and tinted windows, he needs tinted windows because he is a correctional officer; seeking VW to get him out of his lease and give him \$220.00 for his tinted windows and he will get into another 2009 fully loaded Jetta, states took today off to go to the courts to file for Lemon Law. CA advised request has been documented and can't guarantee VW will meet his request, advised RCM will follow up with customer by COB tomorrow. Customer states may be reached on cell phone and if not available to try home phone. RCM to review.						
HAWLEYD	07/14/2009 01:00:15 PM	E-Mail To Rick Barke (FOM) & Mike	408272			
RCM sent e-mail to the FOM and service manager advising that customer is seeking a replacement and will be filing for lemon law, however he is pleased with the treatment from dealership 408272. RCM waiting for FOM.						
HAWLEYD	07/15/2009 04:14:01 PM	Call To Rick Barke				
RCM advised FOM of this customer's situation and his request for the vehicle to be replaced. FOM advised that he will look into this and call RCM back. RCM waiting for FOM.						
HAWLEYD	07/15/2009 05:10:06 PM	Call To	██████████			
RCM advised customer that VW is going to work towards repairing the vehicle and once it is repaired we will look into his request. Customer states that he is going to file for the lemon law as his vehicle will qualify. Customer states that he needs no further updates from CCC and will work with the dealer. RCM to update FOM.						
HAWLEYD	07/16/2009 06:00:16 PM	E-Mail To Rick Barke				
RCM sent e-mail to the FOM regarding customers comments and update. RCM waiting for FOM.						
HAWLEYD	07/17/2009 03:13:21 PM	Voice Mail From Rick Barke	408272			
FOM LVMM to have RCM contact him at dealer. RCM to contact FOM.						

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HAWLEYD	07/17/2009 03:14:21 PM	Call To Rick Barke		408272		
FOM advised that there are no parts available at this time, not even a whole transmission. FOM advised at this time there is nothing we can do to assist this customer. FOM advised that the customer is in a rental vehicle and if he chooses to file for the lemon law we will wait for the paperwork. No further action pending customer's correspondence.						

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CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T						
	090150314	Customer Relations	3VWRJ71K68M	13,500		Complaint 409427
LANDRYK	06/16/2009 02:13:02 PM	Call From				Pr. Part: 3885-Mechatronics Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate
Customer states: original owner; 1st VW; serviced with Dealer 409427; the vehicle makes a herky jerky motion when starting and stopping; Dealer determined that there is something that is in the transmission that needs to be replaced; Dealer has ordered the part; it was supposed to be in on June 16th; it has been 6 weeks; part did not come in; Dealer said they are not sure when it will be in; Dealer referred Customer to contact CCC; his wife is still driving the vehicle but it is not pleasant; he purchased a brand new vehicle and would a brand new vehicle; he put \$15K down on the vehicle and will have to return it if it does not get fixed. Customer seeking: to have his vehicle fixed or be given his money back. CO advised: is escalating to a RCM for review; cannot expedite part to Dealer any faster than Dealer can; RCM will follow up with Customer by COB 6-17-09. CO to forward to RCM for review.						
LANDRYK	06/16/2009 02:21:54 PM	Assigned To CCC				
Please contact Dealer 409427 to see if they have an ETA for the part for the transmission; Customer is requesting that the vehicle be repaired or his money returned to him; Customer can be reached on his cell phone between 8 a.m. and 5 p.m. RCM to review.						
ISTIFOV	06/16/2009 02:35:21 PM	Assigned To ISTIFOV				
Assigned.						
ISTIFOV	06/16/2009 04:36:45 PM	Call To Operator		409427		
RCM left message with DP advising to please have Service Manager contact RCM back regarding customer's vehicle concerns. Wait dealer call.						
ISTIFOV	06/17/2009 10:00:06 AM	Call To Buddy Davis		409427		
Service Manager advised the vehicle is down at dealer 409427 and will need a new mechatronics unit which in on Red Order. Service Manager advised the order was placed on 5/26/09, part number is 000 325 025 XZD 7, sales doc number is 1005695883. RCM to assign to level 2 to help track part.						
ISTIFOV	06/17/2009 10:02:27 AM	Assigned To Level 2				
Please track part number 000 325 025 XZD 7, sales doc number is 1005695883. Thank you.						

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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>
PRENTIM	06/17/2009 10:24:26 AM	Assigned To ISTIFOV				
	This part is VIP part, built VIN specific. Normal timeframe for these is 6-8 weeks. Part was placed on daily order on 5/26/09. Please allow until 7/21/09 for part to arrive.					
ISTIFOV	06/17/2009 10:53:02 AM	Voice Mail For [REDACTED]				
	RCM left message advising that the part needed is made VIN specific and the wait time is 6-8 weeks and RCM is to follow up with dealer 409427 on 7/21/09. RCM advised will also evaluate for compensation for the customer once the vehicle is repaired. RCM advised will follow up with customer on 7/21/09 as well. RCM to call dealer 409427 on 7/21/09.					
ISTIFOV	07/08/2009 09:49:37 AM	Call To [REDACTED]		409427		
	RCM advised was following up to seek status on part. Service Manager advised the part arrived on Wednesday 7/1/09 and the vehicle was repaired and picked up by the customer on 7/3/09. Service Manager advised the part was ordered on 5/15/09 however, the vehicle was still drivable and the customer was driving his vehicle while the part arrived. Service Manager advised that on 7/1/09 dealer 409427 had customer come in for them to complete the repairs and so they provided a rental for the customer. RCM to follow up with customer.					
ISTIFOV	07/08/2009 10:29:09 AM	Call For [REDACTED]				
	RCM advised was calling to ensure customer was satisfied with repairs to his vehicle. Customer states that he is satisfied with the repairs and the vehicle is operating to his satisfaction as dealer 409427 did a great job with the repairs. Customer states that he is a little upset that he has had this type of repair so soon and originally asked for another vehicle but is satisfied with the outcome. RCM apologized for early vehicle concerns and advised RCM will send customer \$100 dealer service voucher for customer in light of early vehicle concerns in which he will receive within one week. Customer thanked. RCM to send to Correspondence to generate dealer voucher.					
ISTIFOV	07/08/2009 10:38:06 AM	Assigned To CORR				
	Please generate and mail \$100 dealer service voucher for customer. Thank you.					
BICKMAD	07/09/2009 05:43:21 AM	Assigned To ccc				
GREENJO	07/09/2009 07:29:00 AM	Assigned To ABDULAM				

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	07/09/2009 09:15:54 AM	Mail To [REDACTED]				CA generated letter, letter can be viewed in the doc center. RCM to review and close.
ABDULAM	07/09/2009 09:16:26 AM	Assigned To ISTIFOV				RCM to review and close.
ISTIFOV	07/09/2009 09:26:45 AM	Note To CCC				No further action.

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09/23/2009

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T						
	090151315	Mediation/Arbitration	3VWRJ71K88M	9,030		Unknown 407456 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
GELFUSB	06/17/2009 03:04:02 PM	Attached Mail From LISA BROWN				
		Rec'd req from FOM to replace veh due to mechatronics unit, it's on order but takes 4-6 weeks to obtain, part ordered on 5/20, not expected until 6/22. Cust wants a replacement with TDI.				
GELFUSB	06/17/2009 03:27:37 PM	Call To				Unknown 407456 Rsn: 82E Parts Delay
		She wants a black/beige vehicle with sunroof, would like spoiler like her current vehicle. I found several in TN that match and FOM has committed to soliciting dealers to get one. Advised her I would send her offer letter.				
GELFUSB	06/17/2009 03:30:16 PM	Call To LISA BROWN				Unknown 407456 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
		Went over the specs of the vehicle, advised her I would send her some commish #.				
GELFUSB	06/17/2009 03:44:25 PM	E-Mail To				Rsn: 43Q Repurchase/Replacement(Mt Only)
		Sent offer to replace, no usage.				
GELFUSB	06/17/2009 03:48:16 PM	E-Mail To Lisa Brown				
		Here are some commish #s that match what we are looking for:				
		455289 at 407/458 715528, 717059, 717056 all at 407/459				
GELFUSB	06/23/2009 07:41:13 AM	Attached Mail From				
		Rec'd signed acceptance and title app.				

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GELFUSB	06/23/2009 07:49:38 AM	E-Mail To Lisa Brown				
Lisa,						
Here are 3 dealers that have exactly what [REDACTED] is looking for in a replacement vehicle. I have a lot more to choose from without a spoiler, but this is the cheapest way to go since these have a spoiler. Let me know if you can get one of these; if not, I will get more VINs without a spoiler and I will pay to have one put on.						
407437 3VWRL71K69M [REDACTED]						
407403 3VWRL71K99M [REDACTED]						
407430 3VWRL71K19M [REDACTED]						
GELFUSB	06/23/2009 09:45:28 AM	Call From Lisa Brown				
She is going to check on these vehicles for me, she will be at the dlrs this week, if they can't give them up 407459 will give us any of the vehicles on their lot. They just don't have the spoiler which will have to be added. Lisa will call me to let me know if we can take one with the spoiler from one of the other dealers.						

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CASE NUMBERS SOURCE: All

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GELFUSB	06/24/2009 02:16:16 PM	E-Mail To Acct & dist				
	Case 090151315					
	VIN 3VWRJ71K88M					
	Lebanon TN					
	* dist *					
	Please credit 407437 for VIN 3VWRL71K69M					
	Bill to 491/991					
	* accounting *					
	Please generate a new invoice and MCO showing the purchaser as:					
	Lebanon TN					
	LIEN HOLDER: VW CREDIT					
GELFUSB	06/29/2009 03:44:14 PM	Attached Mail From Crystal Batstra				
	Rec'd MCO and invoice.					
GELFUSB	06/29/2009 03:46:57 PM	E-Mail To Lisa Brown				
	Lisa,					
	i have tthe MCO and invoice for					
	, can you please let me know when the replacement vehicle gets to the dealer?					

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

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GELFUSB	06/29/2009 03:51:18 PM	Call From Lisa Brown				The veh is there, she would like the package overnighted to her home, she will call the owner and schedule the replacement.
GELFUSB	06/29/2009 03:51:49 PM	Assigned To ATMANIB				FOM is Lisa Brown, dlr is 407456, VCI retail, no usage, replacement due to replacement of mechatronics unit (part on b/o). Lisa is calling the owner today and will schedule the replacement directly with her. Please send her the replacement package overnight to her home.
CARUSOL	06/30/2009 10:24:25 AM	Closing Package (M/A Only) To Lisa B				SON closing docs
CARUSOL	06/30/2009 10:28:49 AM	E-Mail To Lisa Brown				Hi Lisa, Original VIN 3VWRJ71K88M [REDACTED] Repl VIN 3VWRL71K69M [REDACTED] Bher is out of the office until 07/13/09 so I have prepared the closing docs for this one. Per Bonnie's instructions, I am sending the docs to your home address for delivery by Wed afternoon. She also informed me that you will be calling [REDACTED] directly to schedule this. Please advise when it is scheduled and takes place so we can mark same on our calendar and in the file. Please let me know if you have any questions. Thanks, Leslie
CARUSOL	07/01/2009 01:57:27 PM	Attached Mail From Mike Clem				Tow bill from Harper VW to Southeast \$330.00.

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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CARUSOL	07/01/2009 01:58:28 PM	Assigned To ATMANIB				
CARUSOL	07/06/2009 09:22:55 AM	E-Mail To Lisa Brown				
Hi Lisa,						
Since Bher is still out of the office, I am following up to see if the replacement vehicle has been delivered to [REDACTED]						
Thanks,						
Leslie						
CARUSOL	07/06/2009 10:56:44 AM	E-Mail From Lisa Brown				
I am meeting the customer at 1PM.						
Lisa R. Brown						
CARUSOL	07/06/2009 03:46:06 PM	Call From Lisa Brown				
One key is missing and wants to know how to proceed.						
CARUSOL	07/06/2009 03:47:28 PM	Reviewed To Bonnie Gelfusa				
Reviewed						
CARUSOL	07/06/2009 03:47:52 PM	Voice Mail To Lisa Brown				
Advise to proceed with replacement pending concern with interior of vehicle and missing owner's manual have been resolved.						
CARUSOL	07/06/2009 04:18:47 PM	Call From Lisa Brown				
FOM states customer will return on 07/07/09 for completion of closing. FOM states owner's manual was in the vehicle, customer will clean interior of vehicle or make arrangements with 407456 to have same performed, and possibly locate the key.						

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VOLKSWAGEN OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MONTERB	07/10/2009 12:53:30 PM	Attached Mail From Lisa Brown ACF, VCR, POA, BBRP and SOC				
MONTERB	07/10/2009 01:06:05 PM	Assigned To ATMANIB				
MONTERB	07/10/2009 03:55:32 PM	Vehicle To 7/6/09				
MONTERB	07/10/2009 04:27:28 PM	E-Mail To btm Hello: Please put VIN 3VWRL71K69M [REDACTED] into service as of 7/6/2009. Customer: [REDACTED] [REDACTED] Lebanon, TN [REDACTED] Thanks, Benedetto Monterosso Mediation Remarketing Coordinator				

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CUSTOMER COMMENT DETAIL REPORT
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ATMANIB	07/20/2009 09:59:38 AM	E-Mail To Lisa Brown				
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Hello Lisa

I am taking over this file and I see that the case indicates that the customer had failed to return one of the keys but would look for it
Do you have any update? was the key returned?

If not, was it an ignition of a valet key

Thanks

Baya Atmani
Remarketing Coordinator
Mediation Arbitration

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

Phone: (248) 754-3559

Fax: (248) 754-3819

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ATMANIB	07/22/2009 02:24:49 PM	E-Mail From Lisa Brown				
We have everything now.						
Lisa R. Brown						
Fixed Operations Manager						
Southern Region						
Volkswagen of America, Inc.						
P.O. Box 1264						
Antioch, TN 37011- 1264						
Phone: 615.941.7443						
Fax: 615.941.7444						
Wireless: 615.584.7552						
mailto:lisa.brown@vw.com						
http://www.vw.com						
ATMANIB	07/22/2009 02:27:57 PM	Call To James		407456		
SA stated they are still waiting for a part on backorder						

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ATMANIB	07/22/2009 04:21:10 PM	Call To mandy		407456		Dealership clerk advised that the titling and registration had to be done at another dealership and that I should contact FOM who is aware of the situation
ATMANIB	07/22/2009 04:21:59 PM	E-Mail To Lisa Brown				Hello I spoke to the title clerk at dealer 407456 to obtain a copy of the title application for the replacement vehicle but was advised that I should contact you because the titling and registration had to be done at another dealership Do you have a copy of the title application or a contact at the other dealership? thanks Baya Atmani Remarketing Coordinator Mediation Arbitration
ATMANIB	07/30/2009 11:11:26 AM	E-Mail From Lisa Brown				Wendy at Hallmark 407455
ATMANIB	07/30/2009 11:17:55 AM	Voice Mail To Wendy		407455		requested a copy of the title application
ATMANIB	08/03/2009 02:27:48 PM	Attached Mail From no name				received correction of non conformity
ATMANIB	08/03/2009 03:00:47 PM	Voice Mail To George bolton		407456		requested final RO

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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ATMANIB	08/04/2009 10:04:49 AM	Final Repair Order (M/A only) From G	407456			
ATMANIB	08/04/2009 10:05:15 AM	Vehicle To 08/04/09				
ATMANIB	08/04/2009 10:09:11 AM	Voice Mail To ...Wendy requested title application	407455			
ATMANIB	08/05/2009 01:42:57 PM	FAX From Wendy title application and dealer fees invoice : \$25+\$35	407455			
ATMANIB	08/05/2009 01:48:10 PM	E-Mail To Titles SOC docs				
ATMANIB	08/05/2009 01:51:22 PM	Approved By BA \$60 dealer fees				
CR_BATCH	08/14/2009 04:00:32 AM	Note To ATMANIB EFT for amount \$ 60.00 processed on 08/13/2009. AP reference number: 00028890				
ATMANIB	08/18/2009 02:45:10 PM	Attached Mail From VCI received title				
ATMANIB	08/18/2009 02:50:48 PM	Assigned To GELFUSB disclosure complete				
GELFUSB	08/19/2009 07:35:15 AM	Disclosure (M/A Only) To BG				

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ARMITAR	08/24/2009 04:32:34 PM	Note To CCC				
	090152177	Customer Relations		8,000		
SHORTK	06/18/2009 02:29:50 PM	Call From				Complaint 401106 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
VIN# not available. Customer states 2nd VW, purchased, no extended service contract, VEH currently needs megatronics due to hesitation concern. Customer seeking alternate transportation and has been waiting 3 weeks for part. Customer doesn't feel safe with his wife driving VEH. CO advised customer RCM would evaluate his request and contact him by COB 6/19/09. CO to escalate to RCM.						
SHORTK	06/18/2009 02:36:05 PM	Assigned To ccc				
Customer states seeking alternate transportation due to hesitation concern. Customer states VEH is waiting for megatronics repair and doesn't feel safe driving the VEH. Customer states part was ordered 3 weeks ago and DLR has no ETA. RCM to email DLR 401106						
EDWARDAM	06/18/2009 02:46:41 PM	Assigned To SZYMANT				
SZYMANT	06/18/2009 03:51:27 PM	Call To Chuck		401106		
Service manager states yes, they can get customer alternate transportation; can come in tomorrow morning around 7:30 or 8 a.m. and get it. RCM asked for VIN. Service manager states he will call RCM back. RCM advised will send e-mail and he can reply to it with the VIN. RCM to call customer.						
SZYMANT	06/18/2009 05:02:57 PM	Voice Mail To				
RCM advised have spoken with service manager of dealer 401106; the customer can go to dealer 401106 tomorrow morning and pick up alternate transportation. RCM to wait customer call.						
SZYMANT	06/22/2009 11:29:37 AM	Call To				
RCM seeks to follow up. Customer states did get the rental; appreciates it; now he will just have to wait for the part. RCM advised customer is welcome to call with any questions in the interim. No further action.						

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CUSTOMER COMMENT DETAIL REPORT
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2008 Jetta Wolfsburg Edition						
	090153201	Customer Relations	3VWRA71K48M	10,000		Complaint 401057 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
GIROUXS	06/19/2009 04:44:08 PM	Call From				
Customer states: mechatronics unit failed on vehicle; transmission went out while driving, and was in a minor fender bender because of it; dealer has been unable to provide any information regarding when the part is coming in; vehicle has been at dealer for two weeks, and he has a rental vehicle which is nice and all, but not the same as his own vehicle which he is making monthly lease payments on, and customer feels he should have to pay lease payment on a vehicle he can't drive due to part issues. CO advised: will assign to RCM to ensure that part was ordered correctly and is currently in processing; we can then follow up with customer on any additional updates we might have; unfortunately componant is a VIN-specific componant, so it is something that needs to be special made for each vehicle which does take time; once vehicle is repaired, we can review any requests customer has for a vehicle payment or compensation for time down; customer should continue to make vehicle payments, as the lease agreement is through VCI which is seperate from VoA; RCM will follow up with customer by COB on Monday June 22. Customer thanked, will discuss with RCM. CO to assign to RCM.						
GIROUXS	06/19/2009 04:55:05 PM	Assigned To ccc				
Please follow up with dealer and verify that mechatronics unit was ordered. Customer is seeking compensation for time down; doesn't want to pay vehicle payments while vehicle is down. Customer expecting phone call by COB on Monday June 22. RCM to contact dealer.						
EDWARDAM	06/22/2009 07:58:32 AM	Assigned To SZYMANT				
SZYMANT	06/22/2009 08:36:44 AM	Note To ccc				
RCM has list from RC that indicates this mechatronics unit is due in late June. RCM to e-mail dealer 401057.						

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SZYMANT	06/22/2009 08:44:48 AM	E-Mail To Vincent Ferraro	401057			

***** Email to vin1945@yahoo.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 Jetta

VIN: 3VWRA71K48M [REDACTED]

Customer's Description of Part: mechatronics unit.

It looks like the part is expected in late June, from what I can tell, but I thought I'd check in and see if you had heard anything else. Thanks!

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.

Terrie Szymanski
(248) 754-3699

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

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CUSTOMER COMMENT DETAIL REPORT
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you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

RCM to wait dealer 401057 e-mail.

SZYMANT 06/22/2009 01:32:34 PM E-Mail From Vin Ferraro 401057

PART NUMBER IS 02E325025ADZDA AND THE DOCUMENT # IS 1005687773. THE ORDER DATE WAS 21 MAY 2009.

RCM to call customer.

SZYMANT 06/22/2009 01:36:35 PM Call To [REDACTED]

RCM advised the part is due in late June, although RCM can't promise a certain ETA. RCM advised would like to inquire about who he leases through, and what his monthly payment is. Customer states leasing through VCI for about \$319/month. RCM advised would like to assist with 1 month vehicle payment; he'd need to keep making payments in the interim as usual; he'd need to fax us payment stub. Customer thanked; advised dealer 401057 Service Manager Pat called him and made the offer already. RCM advised we are thinking alike, then; glad to hear it. Customer states his wife drove VW for years, and came back to VW with this vehicle; this is his first experience with VW; when this vehicle broke down, it "slipped" and rolled backwards down a slight hill; he went into the front bumper of another vehicle; nobody was hurt; he has slight dent/crack on his bumper, but nothing was wrong with other person's vehicle; no accident report was filed. RCM advised will pass that information on, and if it needs to be discussed further, we will address that with him; will update him by tomorrow 6/23. RCM to call level 2.

SZYMANT 06/22/2009 02:36:36 PM Call To PRENTIM

RCM advised what had occurred with the accident. RC states ask if dealership can cover the damage to his bumper as subsequent damage under warranty; if not, assign to level 2 for likely PL involvement. RCM to call dealer 401057.

SZYMANT 06/22/2009 02:48:40 PM Voice Mail To Pat Collins 401057

RCM LVMM with service manager; seeking to verify that he offered customer a vehicle payment and whether we want to process it here or have dealer do it; also seeking to know if rear bumper concern can be covered as subsequent damage. RCM to wait dealer 401057 response.

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CASE NUMBERS SOURCE: All

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SZYMANT	06/22/2009 03:04:51 PM	Call From Pat Collins		401057		Service manager states FOM authorized the vehicle payment; they are also going to put the customer in an upgraded rental; will cover the dent as subsequent damage, and they will repair it at the body shop. RCM to call customer.
SZYMANT	06/23/2009 10:04:22 AM	E-Mail To George Kaniwec				(Note, e-mail to FOM occurred yesterday). RCM was speaking to FOM about another case and asked if he offered a vehicle payment. RCM to wait FOM response.
SZYMANT	06/23/2009 10:05:10 AM	E-Mail From George Kaniwec				(Note: e-mail from FOM was received yesterday). FOM states yes, he did authorize a vehicle payment. RCM to call customer.
SZYMANT	06/23/2009 10:06:43 AM	Voice Mail To [REDACTED]				RCM LVMM with customer; advised he can work with dealer 401057 regarding vehicle payment; the dealership is also going to put customer in an upgraded rental to make his wait more comfortable; the body shop at dealer 401057 will repair the dent in his rear bumper at no charge to customer. RCM advised customer is welcome to call with any further questions. RCM to wait customer call.
SZYMANT	06/25/2009 10:19:20 AM	Voice Mail To [REDACTED]				RCM LVMM with customer; understands he is working closely with the dealership and appropriate parties are aware of his situation; if he has further need for the CCC to be involved at this time, he is welcome to call. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0L GLI						
	090153240	Customer Relations	3VWDJ71K88M	9,500		
STATONJ	06/19/2009 05:19:46 PM Call From					Complaint 424339
(Spanish Customer) Customer states: vehicle was not shifting; took to Dealer 424339 on 05/21/09; Dealer has ordered Microtronic; part has not arrived; Dealer did not provide loaner for first 2 weeks until after constantly contacting Dealer they eventually provided him with a rental; Dealer advised they have 2 other vehicles at Dealer with same concern and waiting for same part; Customer pays \$296 every two weeks for vehicle; recently lost job and is now in school full time. Customer seeking VW to take vehicle back, sell it and he will pay the difference or pay monthly payment for him. CO advised: cannot promise assistance at this time; will assign to RCM; will ask RCM to look into Dealer delay in offering rental vehicle also; CARE will call back by EOB 06/22/09. CO to escalate to RCM.						Pr. Part: 3885-Mechatronics Pr. Rsn: 95J Length of time for repairs
STATONJ	06/19/2009 05:43:13 PM Assigned To RCM					Complaint 424339
Customer states: vehicle has been at Dealer 424339 since 05/21/09; no expected arrival of Microtronic part needed. Customer seeking VW to sell vehicle and he will pay difference in value or pay a monthly payment. Dealer did not provide loaner/rental for first 2 weeks vehicle was at Dealer. Customer advised that Spanish speaking CA would call spouse back by EOB 06/22/09 at anytime, if unable to reach spouse CARE can try his cell phone RCM to research.						Part: 3885-Mechatronics Rsn: T03 Auto/Hybrid - Slips/shifts erratically
CAMPOSA	06/22/2009 08:04:28 AM Assigned To CAMPOSA					Complaint 424339
NARDONP	06/22/2009 03:34:58 PM Call To Matt Bates					424339
RCM advised seeking information on Customer vehicle. Service Manager states the vehicle is down and a RED order is placed for a mechatronics unit; the vehicle has been down since 5/21. RCM advised Customer was seeking to have the vehicle taken back; we are expecting the part to be available in late June so hopefully this week; will contact Customer to advise we will have to wait until repairs are completed before making a decision on possible assistance. RCM to call Customer.						Part: 3885-Mechatronics Rsn: 02K Dealer did not provide Appr. Loaner
STATONJ	06/22/2009 05:05:26 PM Call To					
CO advised: at this time VW would like to wait until vehicle is repaired to review concern; Customer can call CARE back as soon as he learns that vehicle is repaired. Customer acknowledged. RCM to review.						

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CAMPOSA	06/23/2009 09:37:10 AM	Note To CCC				RCM reviewed. No further action.
STATONJ	06/26/2009 12:49:50 PM	Call From [REDACTED]				Customer states: has just gotten vehicle back from Dealer 424339; vehicle was at Dealer 5 weeks. Customer seeking VW buy the vehicle or pay at least one month of payments. CO advised: will assign to RCM to review; CARE will call back by EOB 06/29/09 after 8am at [REDACTED] or [REDACTED]. RCM to review.
CAMPOSA	06/26/2009 03:03:18 PM	Note To CCC				We will be unable to meet the customer's expectations of a vehicle payment, as the warranty does not have a provision for such. Component was a VIN specific component; takes 4-6 weeks for component to arrive. We appreciate that this was frustrating and would like to offer the customer \$300 in dealer services. RCM to assign to CO to call customer.
CAMPOSA	06/26/2009 03:05:22 PM	Assigned To STATONJ				Please call customer with offer. CO to call customer.
STATONJ	06/26/2009 05:48:01 PM	Call To [REDACTED]				CO advised: CARE will not be able to provide a vehicle payment but would like to offer \$300 in Dealer services in consideration for delay of repair. Customer accepts. CO to assign to team 5.
STATONJ	06/26/2009 05:49:52 PM	Assigned To Team 5				Please send Customer \$300 voucher for Dealer services per RCM. Team 5 to send mail.
BICKMAD	06/29/2009 05:27:43 AM	Assigned To ccc				
ABDULAM	06/29/2009 07:28:52 AM	Assigned To GREENJO				
GREENJO	06/29/2009 10:43:23 AM	Assigned To ABDULAM				

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ABDULAM	06/29/2009 11:13:57 AM	Mail To [REDACTED]				CA generated letter, letter can be viewed in the doc center. RCM to review and close
ABDULAM	06/29/2009 11:14:42 AM	Assigned To CAMPOSA				RCM to review and close.
CAMPOSA	06/29/2009 12:34:21 PM	Note To CCC				RCM reviewed. No further action.

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2008 Jetta A5 2.0T						
	090154746	Customer Relations	3VWRJ71K28M	25,000		
NORMANS	06/22/2009 03:57:43 PM	Call From				Complaint 407460 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
Customer called states her vehicle was shaking while she was driving; vehicle was taken to VW Dealer 407460 and the diagnosis was the mechatronics need replacing; vehicle in to Dealer on 6/1/2009 and Customer was advised part was red ordered however it will not arrive for 4-6 weeks; Customer seeks to file a complaint for how long it will take for part to arrive; CO advised Customer her concerns have been documented and to continue to follow up with Part Manager at the Dealer; CO to assign to RCM.						Complaint 407460 Part: 3885-Mechatronics Rsn: E07
NORMANS	06/22/2009 04:07:28 PM	Assigned To CCC				Stumbles/hesitates/dies in stop/go driving
Please contact Dealer Part Manager and advise of Customer complaint; Customer does not seeks to be contacted back .CO to assign to RCM						
ZIEHMEC	06/22/2009 04:21:57 PM	Assigned To HEARNSN				
Assigned for handling.						
JANSSEL	06/23/2009 11:34:32 AM	Note To CCC				
RCM reviewed case. Customer complaint does not warrant dealer 407640 contact. No further action.						
AUSTINS	07/16/2009 02:09:20 PM	Call From				
Customer states: she is calling CCC to let RCM know that she is allowing Dealer 407460 to driver her vehicle from Memphis to her home. RCM to review and close.						
HEARNSN	07/16/2009 02:22:36 PM	Note To CCC				
RCM reviewed case and no further action.						

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T						
	090154871	Customer Relations	3VWRJ71K08M	18,000		
WHEELEK	06/22/2009 05:13:38 PM	Call From				Complaint 407459 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
Customer states: Original owner; This customer/family has owned 2 vehicle(s); the vehicle jerks, especially with going into reverse, after a complete stop.; Customer is seeking/expecting to know when the part will arrive; this customer perceives this to be a premature failure; working with dealer 407459. Customer states: he has been given different dates since 5-2009; if CCC cannot provide a different timeframe, he wants to make sure his complaint is documented. CO advised: the dealer will have the most up-to-date information; however, due to the nature of the concern, will escalate to a RCM for research; the information by CCC may remain the same; his concerns have been documented for internal review; will receive an update by COB, Tuesday, 6-23-2009. CO to forward to RCM for research.						Complaint 407459 Part: 3885-Mechatronics Rsn: 56E Hesitation
WHEELEK	06/22/2009 05:18:58 PM	Assigned To SOR				
Please research; as customer seeking update for part information and to document a complaint; he feels the dealer is trying to get the part, but he has received multiple ETA's for the part; can be reached on business number, between 8:30 - 5:00. RCM to research and/or contact dealer 407459.						
ISTIFOV	06/23/2009 08:07:57 AM	Assigned To HEARNSN				
Assigned.						
JANSSEL	06/23/2009 12:08:33 PM	Note To CCC				
RCM reviewed case, per CCC internal information pertaining to part concern, customer's order is expected to arrive in early July 2009. RCM to follow up with dealer 407459.						
JANSSEL	06/23/2009 12:09:31 PM	Voice Mail For Patrick Harris		407459		
RCM seeking to follow up regarding customer's ordered part. RCM to wait dealer 407459 call.						
JANSSEL	06/23/2009 03:42:56 PM	Voice Mail For				
RCM advised: still researching concerns, will follow up by COB Thursday 6/25/09. RCM to call dealer 407459.						

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HEARNSN	06/24/2009 10:30:27 AM	Call To Brandon		407459		RCM called Dealer and inquired if customer vehicle is at Dealer or with customer. Service Manager states that customer still has vehicle. RCM to wait Dealer/Parts call.
JANSSEL	06/24/2009 10:32:38 AM	Voice Mail From Patrick Harris		407459		PM advised: mechatronic was ordered on 5/21/09, part number- 000325025XZD7, advised to call with further questions. RCM to review.
YOUNGLI	06/25/2009 11:41:11 AM	Return Call From [REDACTED]				Customer stated, RCM called and left a message on home number, he had requested to be called back at the business number, he would like to make sure that is noted. CA advised, phone number information is already noted in notes and Customer information, RCM may have called business number and then the home number. Customer stated, good then. 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 RCM.
YOUNGLI	06/25/2009 11:45:50 AM	Call To Nell Hearn				RCM is not available, Customer transferred to RCM VM. RCM to call the Customer.
PEONJU	06/25/2009 11:52:34 AM	Return Call From [REDACTED]				Customer seeking to speak to RCM, CA to transfer call.
PEONJU	06/25/2009 11:53:50 AM	Transfer To HERNSEN				CA transferred call to RCM live.

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HEARNSN	06/25/2009 11:57:03 AM	Continued Comment With	[REDACTED]			
RCM advised customer that RCM was going to be contacting customer today to advise of update; RCM was previously out of office and upon return, reviewed part order tracking information; information reflects that we are expecting mechatronic part which is built VIN specific and referred to as an vehicle intelligent part in early July; timeline required to build component is 6-8 weeks; Dealer advised that part was ordered on 05/21/2009. Customer states the following: frustration comes from Dealer providing a variety of times in which part is expected; would prefer that Dealer states at the beginning that it will take 6-8 weeks to build; Dealer should be on same page in knowing time required to build; in the meantime, driving a vehicle that runs like crap and making payments. RCM advised certainly upon part arrival would be happy to review any form of goodwill which can be extended to customer as a result to inconvenience caused and vehicle drivability concerns; appreciate feedback concerning Dealer information and will acknowledged during next meeting that Dealers are not aware of time needed to manufacturer part; will follow up with customer on 07/09/2009. RCM to follow up with Dealer.						
NARDONP	07/09/2009 11:49:50 AM	Call To David- Parts		407459		
RCM advised seeking to know if Dealer 407459 has received the mechatronics unit for Customer vehicle. DP states he has not received the part yet. RCM advised will likely follow up in a few days to see if the part has arrived. RCM to call Customer.						
NARDONP	07/09/2009 11:54:20 AM	Call To	[REDACTED]			
RCM advised the part for Customer vehicle has not yet arrived at Dealer 407459; we will continue to track this part and the last updates we were provided is that this part was due to arrive in early July; RCM will follow up with Customer by COB Tuesday 7/14 with more information. RCM to follow up.						
AUSTINS	07/10/2009 01:43:15 PM	Call From	[REDACTED]			
Customer states: he would like for Volkswagen to take this car back because there is no delivery date listened for this part; Customer would like a call on Monday (07/13) about this at his business number [REDACTED] CA advised: will make this request known; CA is unsure if a decision will be made by COB Monday but a call can placed to the Customer then. RCM to review.						
HEARNSN	07/13/2009 09:44:15 AM	Call From Patrick		407459		
RCM called Dealer and requested updated information as to part arrival. Part Manager states that part update states that part will be shipped from Germany on 07/20/09 and should arrive to Dealer on 07/27/2009. RCM to e-mail FOM.						

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HEARNSN	07/13/2009 11:10:22 AM	E-Mail To Lisa Brown				
RCM sent FYI e-mail to FOM as to customer request. RCM to wait FOM call.						
MANNAE	07/13/2009 03:59:16 PM	Return Call From [REDACTED]				
Customer states was advised will receive call by COB today and seeking to speak with RCM. CA advised if RCM is not available will go to voicemail. Customer states if RCM is not available will need to speak with someone else. CA to locate.						
MANNAE	07/13/2009 04:00:01 PM	Transfer To Nell				
RCM to continue comments.						
HEARNSN	07/13/2009 04:18:29 PM	Continued Comment With [REDACTED]				
RCM advised customer that notes were reviewed as to part update and Dealer contacted; Part Manager states that part is scheduled to be shipped on 07/20/2009 arriving at Dealer on 07/27/2009; as RCM had previously advised that mechatronics as built VIN specific for vehicle; part takes 6-8 weeks; regret that Dealer provided contrary information (2 weeks); should vehicle be exhibiting drivability issues, advised that vehicle should b taken to Dealer to address as warranty includes rental coverage. Customer states that he was prompted to call based on Dealer advising that part had no delivery or shipping update; seeking to know what exactly RCM is in need to review, per request; seeking process. RCM advised customer goal is to address vehicle concerns within the terms of warranty; can always review a customer's request, however cannot make assurances that we can meet customer's expectation; review is performed on a case by case basis; RCM was seeking to review vehicle payment information as to concern; can review customer request and follow up on WED, 07/15/2009. RCM to call FOM.						
HEARNSN	07/13/2009 04:29:33 PM	Voice Mail To Lisa Brown				
RCM LMTRMC in regards to customer request. RCM to wait FOM contact.						
HEARNSN	07/15/2009 10:55:00 AM	Call To Patrick		407459		
RCM called Dealer and requested information as to part arrival. Part Manager states that part has still not arrived at Dealer; expected to be shipped out on 07/20/2009 and show arrive at Dealer between 07/24-07/30; verified that part is in a red order status; customer was advised of update yesterday. RCM to call FOM.						
HEARNSN	07/15/2009 10:59:10 AM	Voice Mail To Lisa Brown				
RCM LMTRMC in regards to customer request; provided direct RCM contact. RCM to wait FOM call.						

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HEARNSN	07/15/2009 03:05:53 PM	Return From Lisa Brown				
	FOM states following up as to customer request concerning vehicle; we will continue to address concerns within the terms of the warranty and will not be meeting customer's expectation. RCM to call customer.					
HEARNSN	07/15/2009 05:31:21 PM	Voice Mail To [REDACTED]				
	RCM LMTRMC in regards to decision to customer request; provided CCC contact and Reference number. RCM to advise that we have researched request and will continue to address concerns within the terms of the warranty and will be unable to meet customer's request. RCM to wait customer call.					
WHEELK	07/16/2009 09:04:36 AM	Return Call From [REDACTED]				
	Cusotmer states: seeking to speak with RCM. CA to contact RCM.					
WHEELK	07/16/2009 09:04:59 AM	Call To HearnSN				
	CA attempted to contact RCM. CA to return to customer.					
WHEELK	07/16/2009 09:06:24 AM	Return To [REDACTED]				
	CA advised: RCM is not available, and may arrive later today; will have RCM or RCM back-up return his call at the business number. RCM to contact customer on business number (extension is - 2).					
BALDWIA	07/16/2009 05:38:34 PM	Voice Mail To [REDACTED]				
	RCM apologized for calling back so late in the day; provided 800 number. RCM to call customer.					
BALDWIA	07/17/2009 10:49:13 AM	Call To [REDACTED]				
	RCM called customer's business number as requested but the phone continued to ring with no answer. RCM to call customer home number.					

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BALDWIA	07/17/2009 10:51:59 AM	Call To [REDACTED]				RCM advised calling to speak to owner. Spouse states to call Customer at his business number. RCM advised RCM had attempted that already but there was no answer. Spouse asked if RCM pressed the extension. RCM advised was not provided an option to press an extension. Spouse provided Customer cell phone number and asked if RCM would give her a couple of minutes to call Customer to advise RCM was going to be calling. RCM to call customer.
CALDWEM	07/17/2009 10:58:06 AM	Return Call From [REDACTED]				Customer states returning the RCM call, VM offered, CA attempt to contact the RCM.
CALDWEM	07/17/2009 11:00:01 AM	Transfer To BALDWIA				CA transfer call to RCM, RCM continues with Customer.
BALDWIA	07/17/2009 11:14:49 AM	Continued Comment With [REDACTED]				RCM advised we have been advised the part should be arriving in the next couple of weeks. Customer states was advised the part should ship 7-20-09. RCM advised Customer RCM will call customer by COB on 7-31-09 with an update as the part should take 7-10 business days once it has shipped; RCM calling about customer asking about getting out of vehicle; we will continue to work under the terms of the warranty to address manufacturer shortcomings. Customer states that he will no longer wait if the part does not arrive soon. RCM to follow up with dealer.
LANDRYK	07/21/2009 11:33:17 AM	Return Call From [REDACTED]				Customer states: seeking to speak with RCM-Aaron Baldwin. CA inquired if Customer had an update for RCM. Customer states: no; he has a related concern and would like to speak to RCM. CA advised: will transfer Customer to RCM. CA to transfer Customer to RCM.
LANDRYK	07/21/2009 11:35:00 AM	Transfer To Aaron-voicemail				CA transferred Customer to RCM voicemail. RCM to review.
GIROUXS	07/21/2009 02:13:41 PM	Call From [REDACTED]				Customer states: attempting to reach RCM; has already left one VM today. CA advised: it looks as if RCM is attempting to do further research and review; it may be he doesn't have any information or updates yet which is why he hasn't call; will see if RCM is available, and if he isn't, CA will transfer customer to his VM. Customer acknowledged. CA to transfer.

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GIROUXS	07/21/2009 02:15:02 PM	Transfer To Aaron				
	CA transferred to RCM VM. RCM to call continue handling.					
BALDWIA	07/21/2009 02:21:32 PM	Voice Mail From [REDACTED]				
	Customer states would like RCM to call Customer back; [REDACTED] RCM to call customer.					
BALDWIA	07/21/2009 02:28:14 PM	Call To [REDACTED]				
	Customer states that he is looking into just trading the vehicle in because he is not convinced that Dealer would be able to get the part in and installed any time soon; seeking to discuss financial compensation due to the situation; in discussion with original RCM it was indicated that some form of compensation could be provided in the form of possible vehicle payments. RCM advised we can look into any request but may not be able to meet customer's expectations. Customer states will owe more on his vehicle than he would get for it. RCM advised we would look into possible assistance and call customer by COB tomorrow. RCM to research.					
HEARNSN	07/22/2009 07:50:53 PM	Voice Mail To [REDACTED]				
	RCM LVMM advising customer that back-up RCM had indicated that customer request will be reviewed and customer followed with today; advised returning call, however would like to review request after repair has been completed on vehicle; would like to follow up on 07/31/2009 which is date previously provided; offered CCC contact and Reference number. RCM to call Dealer.					
HEARNSN	07/28/2009 06:09:29 PM	Voice Mail To Brandon		407459		
	RCM LMTRMC in regards to repair update. RCM to wait Dealer call.					
HEARNSN	07/30/2009 03:16:42 PM	Call To Brandon		407459		
	RCM called Dealer and requested update to customer vehicle part arrival and repair. Service Manager states that part arrived on 07/27/2009, customer was contacted and advised that vehicle is being traded in at Dealer and repair can be completed after trade. RCM to call customer.					
HEARNSN	07/30/2009 04:45:05 PM	Call To [REDACTED]				
	RCM attempted to call customer on work number following voice prompts; placed on an extended hold. RCM to offer customer \$1500.00 New Purchase Assistance toward new VW purchase or Lease as Dealer states that customer is trading in vehicle. RCM to call customer.					

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ABDULAM	07/31/2009 03:00:48 PM	Call To Jacob-son				Relative states Customer is not available. CA left phone number and case number and requested Customer return CCC call. No further action pending Customer call.
ISTIFOV	07/31/2009 04:27:56 PM	Note To CCC				No further action.

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2008 Jetta Wolfsburg Edition						
[REDACTED]	090156581	Customer Relations	3VWRA71K08M [REDACTED]	9,800		
PEONJU	06/24/2009 09:54:45 AM	Call From [REDACTED]				Complaint 401017 Pr. Part: 3511-Mechatronic Pr. Rsn: E17 Unusual engine noise in stop/go driving
Customer states: vehicle has a clunking noise and RPM's are up and down; diagnosed by dealer 401017 with needing a mechatronic/valve body; part in backorder and could take up to 6 weeks; Dealer advised Customer ok to drive; Customer no comfortable with Dealer advise; concerned about spouse and children being stranded; may not purchase another VW with this bad experience. Customer seeking: more information on backorder part and time of arrival also would like not to drive the car until fixed. CO advised: will escalate to RCM for review/research and call him by EOB of 06/25/09. RCM to research.						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
PEONJU	06/24/2009 10:03:09 AM	Assigned To unassigned				
RCM please research backorder status, Customer very concerned about his spouse and children being stranded would like a loaner and not drive vehicle until fixed. RCM to research and call Customer by EOB 06/25/09 at [REDACTED] anytime.						Complaint 401017 Part: 3511-Mechatronic Rsn: 38Q Backorder
SZYMANT	06/24/2009 10:39:57 AM	Assigned To SZYMANT				
SZYMANT	06/24/2009 04:45:05 PM	Voice Mail To Steve		401017		
RCM LVMM with service manager; seeking to know why customer is being told to drive the vehicle; would like to talk about getting this customer possibly into alternate transportation. RCM to wait dealer 401017 call.						
SZYMANT	06/25/2009 11:36:08 AM	Call To Adam		401017		
Service advisor states Service Manager is out today; he is the service advisor; he will call the customer and offer a rental. RCM to follow up with customer.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT	06/25/2009 04:02:10 PM	Call To [REDACTED]				
RCM advised customer can get a rental. Customer seeks something better than the Kia van he was driving. RCM advised will see if we can set that up and will call him tomorrow 6/26. Customer states this is very inconvenient and troubling to have a brand new vehicle with a major transmission concern. RCM advised understands; this is not a typical experience with VW; would like to offer 1 month's vehicle payment as a gesture of goodwill. Customer accepts; states has loan through VCI for about \$400/month. RCM advised fax us payment stub; keep making payments in the meantime; will take 1-2 billing cycles to show up in the system. Customer thanked. Customer states he really feels like he needs to be rid of the vehicle, but he is trapped. Customer seeks to know if VW could take him out of the vehicle. RCM advised can evaluate that request with no guarantees; our goal is to repair the vehicle within the terms of the warranty; will touch base with him tomorrow 6/26. RCM to e-mail field/ med/arb.						
SZYMANT	06/26/2009 01:30:17 PM	Call To Adam		401017		
RCM seeks to know if they can get customer into an upgraded rental. Service advisor states may be able to get him into a decent sedan for \$40/day; will call RCM back. RCM to wait dealer 401017 call.						
SZYMANT	06/26/2009 01:53:45 PM	Return Call From Adam		401017		
Service advisor states they got customer in an upgrade for \$40/day; called customer and advised them to call Enterprise to set up the details. RCM states \$25/day would be warranty claim and \$15/day would be a goodwill claim. RCM to call customer and advise of the upgraded rental, and we will continue to follow up on his request; will update him Monday 6/29.						
SZYMANT	06/26/2009 04:16:18 PM	Call To [REDACTED]				
RCM advised have set up an upgraded rental for him. Customer states already picked it up. Customer states service advisor Adam called and said he had good news about the part: it's on order, no ETA. RCM advised not sure why that was stated; apologized for any confusion; will update him Monday 6/29. RCM to follow up.						
SZYMANT	06/29/2009 09:25:44 AM	Voice Mail To Steve		401017		
RCM LVMM with service manager. RCM to wait dealer 401017 call.						
SZYMANT	06/29/2009 03:44:41 PM	Return Call From Steve Tucker		401017		
Customer states hasn't heard anything new on the part; this is the first warranty repair for this customer. RCM to call customer.						

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09/23/2009

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CASE NUMBERS SOURCE: All

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SZYMANT	06/29/2009 04:50:54 PM	Call To [REDACTED]				
RCM advised still looking into situation for him; will update him when we have more information. Customer states that's fine; we don't need to update him until we have something more definitive. RCM to e-mail FOM/medarb.						

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SZYMANT	06/29/2009 05:54:48 PM	E-Mail To George (FOM); LINDSAB				
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ACTION REQUIRED - Urgent Customer Case @ 401017

The following customer has contacted Customer CARE. I have confirmed that the vehicle has a mechatronics unit on order, with no ETA yet. Car was diagnosed about a week and a half ago, and customer has been in a rental since the end of last week.

Customer Name: [REDACTED]

VIN: 3VWRA71K08M [REDACTED]

Model/Model Year: 2008

In-service Date: 8/23/08

Mileage: 9,800

Overview of confirmed vehicle repairs: This is the first warranty repair on the vehicle.

What is the customer looking for:

I offered the customer a vehicle payment and he accepted. I am also assisting with an upgraded rental. He is not satisfied, however, and is asking us to take him out of this vehicle.

Next steps/CARE action: I have promised the customer a return call by 7/1; it would helpful if I could have your input before this date. Since this is coming from a group mailbox, we'd appreciate if you could select "REPLY TO ALL" when responding to this email.

Thank you for your help.

Terrie

Therese Szymanski
VWoA Customer CARE Center
Eastern Region Case Manager

Volkswagen of America

Note: Does 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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3499 West Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3699 mailto:therese.szymanski@vw.com RCM to wait field response.						
ZIEHMEC	06/30/2009 09:15:04 AM	E-Mail From Feorge				
		FOM states he agrees with the offer. RCM to call dealer 401017 to check on the part				
MULLINT	06/30/2009 11:42:56 AM	Call To Ky - parts department	401017			
		RCM advised seeking part information for vehicle. DP advised the part number is 02E325025ADZDA; the sale documentation number is 1005760332; the part was ordered on 6-16-09 advised they do not have an ETA for the part. RCM to assign to level 2 to research parts.				
MULLINT	06/30/2009 11:52:32 AM	Assigned To CCC				
		Please research customer back order part information; part number 02E325025ADZDA; sales documentation number; 1005760332; part was red ordered on 6-16-09. RCM to wait parts research.				
PRENTIM	06/30/2009 12:07:27 PM	Note To CCC				
		Part is a mechatronic unit which is built VIN-specific, taking 6-8 weeks to arrive. Part was ordered on 6/16/09. Please allow until 7/28/09 for part to arrive. Engage FOM regarding customer contact due to possible downtime for vehicle.				
PRENTIM	06/30/2009 12:09:24 PM	Assigned To SZYMANT				
SZYMANT	07/06/2009 10:31:39 AM	Note To ccc				
		Mechatronics report states part should be available 7/20, with comment that "part should be available mid-July." RCM to e-mail FOM and med/arb.				

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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SZYMANT	07/06/2009 10:53:34 AM	E-Mail To George (FOM),LINDSAB(M				
		Seems like he will qualify by the time the part comes in. Just wondering how I should proceed. Thanks, Terrie				
		RCM to wait FOM response.				
SZYMANT	07/06/2009 11:08:37 AM	E-Mail From George Kaniwec		401017		
		FOM states although the part is on order, the vehicle is at customer's home; perhaps we should offer 2 month's payments. RCM to call dealer 401017.				
SZYMANT	07/06/2009 11:10:16 AM	Voice Mail To Steve		401017		
		RCM LVMM with service manager; advised wanted to verify if the vehicle is at the dealership or at customer's home. RCM to wait dealer 401017 call.				
SZYMANT	07/06/2009 01:15:32 PM	Return Call From Steve Tucker		401017		
		Service manager states they delivered a rental to the customer's house; the customer's vehicle is still at the customer's home as well. Service Manager states the vehicle was originally diagnosed on 6/16. RCM to e-mail FOM.				
SZYMANT	07/06/2009 01:26:28 PM	E-Mail To George				
		Hi George, Okay, I wasn't sure how that worked. Steve Tucker says the car was diagnosed on 6/16. If this still counts as days out of service, I think we'd be at day 15 today. I can go ahead and offer the 2 payments, unless you think med/arb needs to look at it?				
		RCM to wait FOM response.				
SZYMANT	07/06/2009 02:12:32 PM	E-Mail From George Kaniwec				
		FOM states yes, we do have to count the time as days down.				
		RCM to e-mail FOM.				

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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SZYMANT	07/06/2009 02:15:31 PM	E-Mail To George Kaniwec				<p>Hi George,</p> <p>Thanks for the info. Just as an FYI, for the first week or so after the diagnosis, the dealer didn't provide a loaner. The customer only got put in the loaner after calling the CCC. I am not sure if tech line gave the direction to keep the customer in his own car while the part was being ordered and if any of it matters, but did want to point that out. (As a side note, a few of my fellow RCMs are running into situations where tech line is telling people to drive the cars with bad mechatronics, and the customers are not comfortable with it).</p> <p>So at this point, should I still go ahead and try offering the 2 payments, or is this going to be going into a med/arb situation?</p> <p>RCM to wait FOM response.</p>
SZYMANT	07/06/2009 02:17:47 PM	E-Mail From George Kaniwec				<p>FOM states to offer 2 vehicle payments.</p> <p>RCM to e-mail FOM.</p>
SZYMANT	07/06/2009 02:30:38 PM	E-Mail To George Kaniwec				<p>Hi George,</p> <p>I just wanted to be 100% clear on this. Sorry about all of the e-mails.</p> <p>If he comes back and still demands that we get him out of the vehicle, do I say we cannot meet that expectation, or do I tell him I will look further into it and let you and med/arb know?</p> <p>RCM to wait FOM response.</p>
SZYMANT	07/06/2009 02:50:26 PM	E-Mail From George Kaniwec				<p>FOM states we will have to look at it based on days down.</p> <p>RCM to call customer.</p>

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SZYMANT	07/06/2009 03:11:56 PM	Call To [REDACTED]				RCM advised calling to update him; looks like the part might come in 7/20, although that is a very loose ETA. Customer states at this time, would like some compensation from VW; would like to see VW still give him the vehicle payment that was offered, but also reimbursement for the \$16/day in rental insurance he's having to pay, plus maybe even do another vehicle payment; he's got a VCI loan for \$399/month. Customer states he is actually going to likely trade the vehicle for a different brand because he can't deal with the waiting anymore; he got a recall notice in the mail today, and that was the last straw; will probably take a total loss on the vehicle; he will probably trade this at a different dealership where he bought other vehicles and where they'll give him a good trade in value for this one; wants to make sure the mechatronic order doesn't get cancelled. RCM advised don't have control over what happens with the part order; will still help with the vehicle payment that was offered, though will need to verify how the logistics will work since customer's VCI account will likely be closed if he gets rid of this vehicle; RCM can look into possibility of rental insurance and additional vehicle payment, but don't know if we can meet that expectation; we typically look into Goodwill as a way to improve VW customer's experience, but if he has stated he's leaving the brand, there may not be way for us to do so. RCM advised will do some further research and update him by tomorrow 7/7. RCM to speak to RC.
SZYMANT	07/06/2009 03:13:12 PM	Face-To-Face With PRENTIM				RC states if the customer is getting rid of the vehicle, would be better to just reimburse him for a vehicle payment rather than going through VCI EFT process. RCM to call FOM.
SZYMANT	07/06/2009 03:24:00 PM	Call To George Kaniwec				RCM advised FOM of the conversation with customer; advised RCM will go ahead and reimburse customer for 1 month's payment as that was already offered, and will also reimburse him for the rental insurance, but seeks FOM input on second payment. FOM states he's fine with the 1 payment and rental insurance, but would hold off on the second payment; would like to see if we can interest customer in another VW product; seeks RCM to open up the possibility of trade assist, and if customer is interested, FOM can call him tomorrow to discuss further. RCM to call customer.
SZYMANT	07/06/2009 04:07:00 PM	Call To [REDACTED]				RCM advised customer have spoken to the field rep about his concerns. RCM advised will go ahead and reimburse him 1 month's vehicle payment as well as at least 2 week's worth of his rental insurance if he can fax paperwork to me. RCM advised we would like to see him stay with VW, and field rep is willing to call him within the next day or 2 to offer him some trade assist toward a new VW. Customer states is willing to talk to the rep about it. RCM advised will pass that on. RCM to e-mail FOM.

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SZYMANT	07/06/2009 04:24:35 PM	E-Mail To George Kaniwec				
Hi [REDACTED] This is the customer we discussed. I already advising him I will reimburse him 1 month's vehicle payment plus 2 week's worth of rental insurance (he will hit 2 weeks in the rental Thursday, I think). He is willing to speak about the possibility of trade assist, but it may be a tough sell. [REDACTED] can be reached at [REDACTED] I advised him that he will hear from you within the next 2 days. Hope that's okay! Thanks, Terrie RCM to wait for fax.						
MARASHS	07/07/2009 10:37:13 AM	FAX From [REDACTED]				
Fax in Doc Center.						
SZYMANT	07/07/2009 02:42:14 PM	Call From George Kaniwec				
FOM states he did offer the trade assist to the customer; didn't offer anything specific; customer wasn't interested; stated he was already trading for a Subaru; FOM advised that was too bad and he would keep the offer open in case customer changed his mind; FOM told customer to call him if he changed his mind. RCM thanked FOM for the update. RCM to generate check.						
SZYMANT	07/07/2009 03:43:30 PM	Note To ccc				
RCM recieved payment stub for 397.88 for customer's vehicle payment, plus rental agreement for the \$16/day rental insurance; vehicle was rented on 6/26; RCM will reimburse customer for 18 days of rental insurance as a goodwill gesture (\$288) plus the \$397.88 for the vehicle payment; reimbursing for the vehicle payment in case the customer's VCI account is closed shortly. RCM to generate check for \$685.88.						
SZYMANT	07/07/2009 03:48:39 PM	Note To ccc				
3VWRA71K08M [REDACTED] [REDACTED]. Reimbursing customer for 1 vehicle payment plus 18 days of rental insurance. Total = \$685.88. Wait for check.						
CR_BATCH	07/11/2009 04:00:24 AM	Note To SZYMANT				
Check # [REDACTED] for amount \$ 685.88 mailed on 07/10/2009						

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SZYMANT	07/20/2009 09:51:26 AM	Call From George Kaniwec				FOM states wanted to update RCM on this; customer called him over the weekend; said he might be interested in going back into a VW; perhaps a GTI or Sportwagen; vehicle is still not repaired; FOM and dealership are speaking to customer on this. No further action.
MANNAE	07/20/2009 10:00:05 AM	Return Call From [REDACTED]				Customer seeking to speak with RCM. CA to locate.
MANNAE	07/20/2009 10:00:39 AM	Call To Theresa				RCM not available. CA to return to owner.
MANNAE	07/20/2009 10:01:45 AM	Return To [REDACTED]				CA advised RCM is not available and offered assistance. Customer states RCM is aware of situation and would like to speak with her. CA advised can have RCM call him back by COB tomorrow or soon as she is available. RCM to call customer at home number.
SZYMANT	07/20/2009 10:10:21 AM	Call To [REDACTED]				Customer seeks to know if there is any update on the part. RCM advised (per mechatronics report) that the loose estimate is late July. Customer states did get the check from RCM for one month's vehicle payment and the 18 days of rental insurance; seeks VW to increase the amount of the rental insurance reimbursement. RCM advised would be happy to consider that; seeks customer to call RCM when the rental is turned in so we can discuss further. Customer agreed; advised rental he's in is not that great; it's been a long time without the vehicle; it's ridiculous; will call RCM when he's done with the rental. RCM advised understands customer spoke to field rep about trade assist again. Customer states yes, but so far, hasn't found a good trade; he's stuck. No further action pending customer call.

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2008 Jetta Wolfsburg Edition						
	090157041	Customer Relations	3VWRA71K68M	7,543		
STATONJ	06/24/2009 06:22:16 PM Call From					Complaint 408203 Pr. Part: 3511-Mechatronic Pr. Rsn: 36A Rental/Loaner
Customer states: purchased vehicle new; vehicle is rolling backwards at traffic signals that are on inclines; told Dealer 408203; Dealer advised to change fuel supplier; vehicle continues to roll backwards at traffic signals; Dealer diagnosis is Mechatronic is bad and needs to be replaced; unit on order from Germany; unhappy that had to pay \$5 a day for the rental during diagnosis time; Dealer advised he had to pick his vehicle up and drive it until part arrived; Customer feels unsafe driving vehicle; asked Dealer to provide rental until part came in; Dealer referred Customer to CARE. Customer seeking VW provide with rental, preferably at no cost, until mechatronic part comes in to repair vehicle. CO advised: cannot promise assistance; Dealer may have determined that vehicle is drivable until part arrives; will assign to RCM for review; RCM will call Customer back by EOB 06/25/09. Customer states he thinks he speaks enough English to speak with RCM. CO to escalate to RCM.						Complaint 408203 Part: 3511-Mechatronic Rsn: T03 Auto/Hybrid - Slips/shifts erratically
STATONJ	06/24/2009 06:36:49 PM Assigned To RCM					Complaint 408203 Part: 3511-Mechatronic Rsn: 69C Dealer Referred Customer to CARE
Customer seeking rental, preferably at no cost, until Mechatronic part comes in for vehicle repair; Customer feels vehicle is unsafe to drive. Please call Customer back by EOB 06/25/09 at any time.						
EDWARDAM	06/25/2009 07:57:57 AM Assigned To HAWLEYD					
HAWLEYD	06/25/2009 09:57:49 AM Call To Bob Gross			408203		
Service manager advised that the vehicle needs a mechatronics unit and they are waiting for it to arrive. RCM advised service manager that if this vehicle is not drivable, he needs to place the customer in a rental vehicle. RCM to contact customer.						
HAWLEYD	06/25/2009 10:14:26 AM Call To					
RCM advised customer that the mechatronics unit is built VIN specifically and will take 4-6 weeks to arrive. Customer states that he is seeking for a rental vehicle as his vehicle rolls backwards at stop lights on a hill. Customer states that he complained about this transmission concern back at his 5K maintenance but he was advised that it may be due to the fuel he was using, so he changed and it still was occurring. Customer states that he just wants a rental vehicle. RCM advised that we have spoken to the service manager and advised him to place the customer in a rental vehicle. RCM advised however that New Jersey does have a state law for \$5 a day for rental vehicle for homeland security and VW and the dealer is not able to waive this fee as it is a state law. Customer states that he is in his vehicle. RCM advised that we will contact the dealer and have them place him in a rental vehicle. Customer states that he appreciates the help. Customer disconnected the phone. RCM contact service manager.						

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HAWLEYD	06/25/2009 10:23:39 AM	Call To Bob Gross		408203		
RCM advised service manager to place the customer in a rental vehicle. Service manager advised that he will contact the customer and make the arrangements. RCM to contact customer.						
HAWLEYD	06/25/2009 10:33:06 AM	Call To [REDACTED]				
RCM advised customer that we have spoken to the service manager and he will be contacting him to make the arrangements to put him in a rental vehicle. RCM advised customer that if he doesn't hear from the dealer within the hour, please contact the service						
[REDACTED]	090157513	Customer Relations	3VWRJ71K58M [REDACTED]	10,000		
WHEELEK	06/25/2009 10:12:16 AM	Call From [REDACTED]				Complaint 402126 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
Customer states: Original owner; multiple owner; vehicle has been at dealer 402126 for over a month; working with Service Advisor, Tom, at dealer 402126; seeking to know when her part (unable to provide part information)will arrive; she has been advised the part is "held up" in Germany; the Service Advisor has kept in contact with her, but does not have a timeframe for the part. CO advised: our VW dealerships get the most up-to-date information on the parts; VW is unable to expedite the part process however, due to the nature of her concern; will escalate to a RCM for research; will receive an update by COB, Friday, 6-25-2009. CO to forward to RCM for research.						
WHEELEK	06/25/2009 10:18:38 AM	Assigned To CER				
Please research per customer request; can be reached on home number between 8-5. RCM to research.						
NARDONP	06/25/2009 10:37:43 AM	Assigned To NARDONP				
NARDONP	06/25/2009 10:59:45 AM	Call To Tom		402126		
RCM advised seeking to get information on Customer part that is on Backorder. Service Advisor states the part is a mechatronics unit and he was informed by parts that it has arrived this morning. RCM to call Customer.						
NARDONP	06/25/2009 11:25:06 AM	Call To [REDACTED]				
RCM advised the part that Customer has been waiting for has arrived this morning; Dealer 402126 is going to start work on the vehicle and will contact Customer once the vehicle is ready to be picked up. No further action.						

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2008 Jetta A5 2.0T						
██████████	090158378	Customer Relations	3VWRJ71K18M██████████	12,897		Complaint 402172
NARDONP	06/26/2009 09:07:38 AM	Call From Bill Dolan	402172			Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
Service Manager states he has a loyal Customer that just had his vehicle fixed after a long down time for a mechatronics unit; the vehicle was down for just under a month and Service Manager feels that offering this Customer a vehicle payment would be the right gesture for a Customer like this; he would like RCM to contact Customer since he feels it will smooth over the situation if Customer hears from VWoA. RCM advised will RCM advised will be able to contact Customer by COB Monday 6/29 since RCM is leaving at noon today. RCM to call Customer.						
NARDONP	06/29/2009 10:16:32 AM	Voice Mail To ██████████				
RCM LVMM. RCM advised would like to offer Customer a 1 month vehicle payment for the time the vehicle has spent down but will need to speak with Customer to get information and move forward with the payment. Wait Customer call.						
YOUNGLI	06/30/2009 03:41:25 PM	Return Call From ██████████				
Customer stated, he spoke to RCM regarding a payment that would be made, wants to have CP# 630-362-9702 be called if necessary to call him back, want to discuss concern further with RCM. CA advised, will add Customer information to system, can transfer Customer to RCM to discuss further, if RCM is not available would customer like to go to RCM VM. Customer stated, yes. CA to call RCM.						
YOUNGLI	06/30/2009 03:44:46 PM	Call To Pete Nardone				
RCM not available, Customer transferred to RCM VM. RCM to call the Customer.						
NARDONP	06/30/2009 03:54:30 PM	Voice Mail From ██████████				
Customer LMTRMC. RCM to call Customer.						
NARDONP	07/01/2009 02:14:48 PM	Voice Mail To ██████████				
RCM LMTRMC. RCM to wait Customer call.						
NORMANS	07/02/2009 01:09:06 PM	Return Call From ██████████				
Customer states returning call seeking to speak to RCM; CA advised Customer CA will transfer Customer to RCM and if RCM is not available Customer can LVMM; CA to transfer Customer.						

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NARDONP	07/02/2009 02:16:43 PM	Voice Mail From				Customer LMTRMC. RCM to call Customer.
NARDONP	07/02/2009 02:19:45 PM	Call To				RCM advised we would like to offer Customer a 1 month vehicle payment for the time the vehicle spent down waiting on a mechatronics unit to arrive. Customer states he very much appreciates that offer. RCM advised would just need Customer to send in a copy of the vehicle payment and RCM will take care of an upcoming payment. Pending Customer fax, no further action.
CAMILOM	07/02/2009 03:00:20 PM	FAX From				Fax in doc center. (incomplete)
NARDONP	07/02/2009 03:03:58 PM	Call To				RCM advised we did receive the fax that Customer had sent but we only received the cover sheet and not the information we would need to cover a vehicle payment. Customer states he will send it again. Pending Customer fax, no further action.
STEINBJ1	08/06/2009 10:50:27 AM	Call From				Customer states/seeking: to speak with RCM. CA advised: will transfer. CA to transfer to associate voicemail.
STEINBJ1	08/06/2009 10:52:50 AM	Transfer To Peter Nardone				CA transferred to RCM voicemail. RCM to call Customer.
NARDONP	08/06/2009 11:08:24 AM	Vehicle From				Customer LVMM. Customer states she has never received a vehicle payment and just found out that the fax she sent did not contain the information needed to have a payment covered; she was seeking to have RCM return her call. RCM to call Customer.
NARDONP	08/06/2009 11:10:36 AM	Call To				RCM advised contacted Customer husband on 7/2 stating that we have only received the cover page on the fax and we would need the fax to be sent again in order to cover a vehicle payment. Customer states she will resend the fax and would like RCM to call her to confirm it has arrived. RCM to wait 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>
NARDONP	08/10/2009 03:44:10 PM	Call To [REDACTED]				
RCM advised still have not received Customer fax and would recommend the information to be sent via mail. Customer states they will send the information through regular mail since the fax does not seem to be working. Pending Customer mail. no further						
[REDACTED]	090158694	Customer Relations	3VWRA71K48M [REDACTED]			
PABSTM	06/26/2009 02:43:02 PM	E-Mail From Jamie Kaliszewski				
Customer's vehicle needed a Mechatronic replaced. Part ordered May 7, vehicle was completed on or about June 23. Customer was expecting some goodwill. Customers expectation is payments for the two months the car was down. Customers father, [REDACTED] has had and has several VW/Audi.						
FOM instructed Service Manager to offer two months payments and \$100 in dealership services. No further action.						
						Complaint 406449
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 33R Dealer Calling In

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

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2008 Jetta Wolfsburg Edition						
	090159968	Customer Relations	3VWRA71K78M	27,000		
GIROUXS	06/29/2009 10:24:07 AM Call From					Complaint 406479 Pr. Part: 3885-Mechatronics Pr. Rsn: 82E Parts Delay
Customer states: Customer purchased the vehicle and finances through VCI; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; brought vehicle to dealer 406479 last week for 30k maintenance; has had concerns with vehicle jerking into gear and brought to attention of dealer; dealer called Saturday and advised that a mechatronics unit needed to be ordered and it would take 4-6 weeks and that customer should call CARE; Customer is seeking/expecting CARE to expediate part or provide a vehicle payment; working with Dave; is in a loaner vehicle. CO advised: apologized that customer has an expected long wait for part, but mechatronics are a VIN specific componant and as they need to be manufactured specifically for customer's vehicle, it will take some time and there isn't any way for CARE to expediate; as far as vehicle payments go, that isn't a provision of the warranty and not something CO can guarantee we'll be able to do; our warranty provisions provide for a loaner car, which customer has received; will assign to a RCM to review, and RCM will follow up with customer by COB tomorrow; seeking to know best time to call. Customer states: best to call after noon tomorrow. CO advised RCM will call before 5pm tomorrow. Customer thanked. CO to assign to RCM.						Complaint 406479 Part: 3885-Mechatronics Rsn: 50E Shuddering/Shaking
GIROUXS	06/29/2009 10:31:49 AM Assigned To ccc					Complaint 406479 Rsn: 69C Dealer Referred Customer to CARE
Please review customer's request for a vehicle payment; vehicle is down at 406479 for Mechatronics; dealer advised customer to call CARE when they told customer length of time; customer seeking call by COB tomorrow. RCM to contact dealer.						
PABSTM	06/29/2009 10:59:35 AM Assigned To ccc					
Reassigned for handling.						
CAMPOSA	06/29/2009 11:13:42 AM Assigned To CAMPOSA					
CAMPOSA	06/29/2009 12:01:14 PM Voice Mail To Jack					406479
RCM LVMM. RCM advised: provided customer's name and last 8 of VIN: seeking to know why customer was referred to CCC; also seeking to know the date the mechatronics was ordered. RCM to wait Dealer call.						

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	06/29/2009 12:19:05 PM	Return Call From Jack		406479		
Service Manager advised: customer was advised that the part can take 5 weeks to arrive; first time vehicle has ever been seen at Dealer 406479; vehicle has been down a week; customer was in for 30k when mechatronics unit was discovered as needing replacement; sales doc number 10055777826, red ordered on 6/22/09. RCM advised: will follow up with Dealer next Monday 7/6; customer has only been down for one week. RCM to advise customer: at this time we will continue to monitor the part; component is a "made to order" component; Dealer has placed the part on a rush order; will follow up with customer by COB Monday 7/6 with possible update. RCM to call customer.						
CAMPOSA	06/30/2009 01:54:48 PM	Call To [REDACTED]				
RCM advised: vehicle component is a VIN specific part; can take 4-6 weeks for component to arrive; Dealer has made sure that the part is on red-order; part cannot be expedited any more than the Dealer has already provided; will follow up with customer by COB Monday 7/6. Customer advised; good customer; does all his maintenance at Dealer; vehicle is less than a year old; finances through VCI; believes a good customer gesture would be to provide a vehicle payment due to loss of time. RCM advised customer: as CO has already advised customer; the vehicle warranty does not have a provision for compensation for loss of use of vehicle; we will wait to see how long it takes to repair the vehicle; at that time we will review for types of possible compensation; but RCM wants customer to understand that there is no guarantee of compensation. RCM to call Dealer.						
CAMPOSA	07/06/2009 10:57:57 AM	Call To Jack		406479		
Service Manager advised: will research part status and call RCM back. RCM to wait Dealer call.						
CAMPOSA	07/06/2009 10:59:38 AM	Return Call From Jack		406479		
Service Manager advised: part was red-ordered 6/23; Germany's ETA for order is end of July. RCM to call customer.						
CAMPOSA	07/06/2009 04:10:25 PM	Voice Mail To [REDACTED]				
RCM LVMM. RCM advised: Dealer's ETA for part is end of July; RCM to follow up with customer Monday 7/20 with update. RCM to call Dealer.						
SHEARDA	07/08/2009 10:35:13 AM	Return Call From [REDACTED]				
Customer is returning call from RCM, customer states if the RCM is not able to take the call he does not want the voice mail. CA to call RCM.						

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CUSTOMER COMMENT DETAIL REPORT
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SHEARDA	07/08/2009 10:39:27 AM	Call To Ann				RCM is assisting another customer.
SHEARDA	07/08/2009 10:39:48 AM	Return To [REDACTED]				CA advised customer that the RCM was assisting another customer and how could CA offer assistance. Customer states that the RCM had advised that she would be following up with him on the 20th of July, however he will be out of the county on the 20th and wants to know when the part will be in and if the RCM would follow up with him before this; states he is in a rental; states as the vehicle has been down so long are we going to pay a vehicle payment; Customer states he had inquired, however the RCM had not advised; Customer states that the vehicle payment is about \$330. CA advised customer that CA would advise and note the case of his concerns and request. Customer states that the RCM can contact him at [REDACTED] RCM to evaluate.
CAMPOSA	07/08/2009 03:27:47 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: do not have an update at this time; as customer stated he was going to be out of town on Monday 7/20, RCM will follow up with customer by COB Friday 7/17. RCM to call dealer.
CAMPOSA	07/17/2009 02:47:30 PM	E-Mail To Dave Cox				Model/Model Year: 2008 Jetta Wolfsburg Edition In-service Date: 7/26/2008 Mileage: 27k miles What is the concern: Customer has been waiting for mechatronics unit since 6/22/09. As of today, customer has been waiting for 26 days. What is the customer seeking: When customer contacted us on 6/29, he was seeking compensation for time out of his vehicle. RCM has already advised customer in previous contact that we would compensate for any time out of vehicle once vehicle was repaired. Next steps/CARE action: RCM is seeking to advise FOM of vehicle that had concern under 12 month mark on NVLW.

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CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	07/17/2009 03:37:32 PM	Call To Jack		406479		
Service Manager advised: ETA for mechatronics is 8/7; customer has already been advised by the dealer that they (the dealer) will make a vehicle payment for the customer; customer is currently getting payment paperwork together for dealership; customer has said he wants out of the car; Service Manager told the customer that he would have to review that request with the FOM; customer will be out of the country for 3 weeks starting Monday 7/20. RCM to advise customer: we understand that the dealership is processing a vehicle payment for the customer; we will aggressively pursue repairing the vehicle ASAP so that when the customer returns from their trip abroad, he can rejoin his vehicle fully repaired. RCM to call customer.						
CAMPOSA	07/17/2009 05:04:14 PM	Voice Mail To [REDACTED]				
RCM LVMM. RCM advised: understand from Dealer that customer has been offered a payment by dealer; RCM is glad to hear that; RCM understands that customer will be out of the country for 3 weeks; we will continue to expedite the vehicle component and get the vehicle repaired before the customer returns from their trip; RCM will follow up with customer by COB Monday 8/17. RCM to call Dealer.						
CAMPOSA	08/17/2009 01:37:39 PM	Voice Mail To Jack		406479		
RCM LVMM. RCM advised: provided customer's name and last 8 of VIN: seeking to know if customer's vehicle is repaired yet; and whether the customer has been processed for a vehicle payment. RCM to wait dealer call.						
CAMPOSA	08/17/2009 03:02:02 PM	Voice Mail From Jack		406479		
Service Manager advised: customer was actually put into a new vehicle through a trade assist; customer is in the new vehicle; this vehicle has been repaired and is on the dealership lot as a pre-owned; customer was not provided a vehicle payment as they were provided trade assist. RCM to add note to user.						
CAMPOSA	08/17/2009 03:03:36 PM	Note To CCC				
Customer was assisted directly by dealership and FOM into a new vehicle. No follow up is required of RCM no further action.						

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T						
	090162515	Customer Relations	3VWRJ71K48M	15,000		Complaint 409252 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
WHEELEK	07/01/2009 04:17:21 PM	Call From				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
Customer states: Original owner; Customer purchased the vehicle/VCI/\$356.00; This customer/family has owned 1 vehicle(s); vehicle was hesitating in 1st and 2nd gear; Customer is seeking/expecting compensation for downtime; working with Service Advisor - Chris at dealer 409252; this customer perceives this to be a premature failure; he was told it would take 3 weeks to receive the parts and repair the vehicle; dealer has provided alternate transportation. CO advised: CCC would like the opportunity to research his vehicle request and possible downtime; due to the nature of his request, will escalate to a RCM for research; will receive an update by COB, Thursday, 7-2-2009. CO to forward to RCM for action.						
WHEELEK	07/01/2009 04:24:37 PM	Assigned To SOR				Complaint 409252 Part: 3511-Mechatronic Rsn: 04Q Order Fill Time
Please research per customer's compensation request; was advised by dealer 409252 the vehicle will be down at least 3 weeks; can be reached on cellular number between 12-5. RCM to e-mail/contact dealer 409252.						
HEARNSN	07/01/2009 04:55:22 PM	Assigned To HEARNSN				
HEARNSN	07/02/2009 02:48:23 PM	Call To Chris		409252		
RCM called Dealer and requested to speak to Service Manager in regards to vehicle diagnosis and downtime. Service Advisor states that Service Manager is in a meeting with a customer. Service Advisor states that vehicle needs a mechatronic unit for vehicle; part has been ordered. RCM to call customer.						

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HEARNSN	07/02/2009 04:11:12 PM	Call To [REDACTED]				RCM called customer and advised that we have contacted Dealer and advised that mechatronics was ordered for vehicle; not transmission but crucial part needed for transmission; can take 6-8 weeks to arrive; part is a vehicle Intelligent part built VIN specific for vehicle; can certainly review customer request after repair has first been completed on vehicle to obtain downtime information; Dealer is best resource to follow up with as to update. Customer states was surprised in time required for repair; seeking to know if fuel cost can be covered, if receipts are maintained, as fueling rental and not his vehicle. RCM advised that fuel expense is not something that RCM can review, just as customer vehicle which is being repaired and sitting and no miles are mounting on customer vehicle. Customer acknowledged and advised will follow up with Dealer weekly. RCM to follow up with Dealer.
ZIEHMEC	07/07/2009 01:05:14 PM	Call To Larry		409252		RCM advised Service Manager of the customers concerns and what the customer is seeking. Service Manager states: customer came in Friday 6/26 and the part was ordered on Monday 6/29; the customer is in a rental. RCM to follow up with dealer next week.
HEARNSN	07/23/2009 10:10:05 AM	Call To Bobby		409252		RCM called Dealer and inquired of part update. Part Manager states that Dealer is anticipating part coming in possibly by the end of the month/next few weeks; will follow up to advise of part arrival. RCM to call customer.
GENERAM	07/23/2009 05:46:21 PM	Voice Mail To [REDACTED]				LVMM advising customer the part will be arriving at the dealership shortly; left the CC# and 800#. RCM to review and close.
HEARNSN	07/23/2009 06:11:04 PM	Note To CCC				RCM reviewed and waiting Dealer call.
LANDRYK	07/24/2009 11:51:04 AM	Return Call From [REDACTED]				Customer states: vehicle has been at Dealer 409252 since June 26th waiting on a part; his payment is due on the last day of the month; since has been without the vehicle for a month now he would like VW to make the payment. Customer seeking: a vehicle payment. CA advised: his request can be reviewed; cannot guarantee the payment would be made by the end of the month; Customer should continue to make his payment as scheduled; RCM will follow up with Customer by COB 7-27-09. RCM to review.

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ALEXANLA	07/24/2009 12:14:27 PM	Call From [REDACTED]				Spouse states called and spoke with VCI about the situation and was advised to call CCC and request a Supervisor; states vehicle was dropped off at dealer on 6/26 and has been down since; states dealer keeps advising that the part will be in and doesn't come in; states his next payment is due in 7 days and is seeking for VW to make that payment for him. CA advised Spouse that previous CA has already noted this information for RCM to review and research the request; advised that RCM will follow up by COB Monday 7/27; advised that it is unlikely that VW may be able to render a decision and have the payment made within the next 7 days so CA would advise for Spouse to continue to make his monthly payments as normal until VW has reached a decision on the request. Spouse acknowledged and seeking to know if he can speak with RCM. CA advised Spouse that RCM may not have any updates available however CA will try and locate RCM. Spouse acknowledged. CA to call RCM.
ALEXANLA	07/24/2009 12:21:02 PM	Call To Nell				RCM was not available. CA to return to Spouse.
ALEXANLA	07/24/2009 12:21:32 PM	Return To [REDACTED]				CA advised Spouse that RCM was assisting another Customer; advised that CA will note that Spouse wishes to speak with RCM and if RCM is able then RCM will call Spouse back by COB today 7/24 but by latest COB Monday 7/27. Spouse acknowledged. RCM to call Spouse at [REDACTED]
MANNAE	07/24/2009 01:37:53 PM	Return Call To [REDACTED]				RCM backup following up in regards to customer concerns, advised VW would like to offer customer a vehicle payment and to fax a copy of his vehicle payment and process will take up to 60 days to be complete, advised customer to check his account prior to missing a vehicle payment to verify payment posted from CCC, advised to continue to work with dealership in regards to parts status and invited customer to call CCC with any questions. RCM to review and close.
HEARNSN	07/24/2009 02:00:26 PM	Note To CCC				RCM reviewed case and no further action pending customer fax.
MARASHS	07/27/2009 02:09:00 PM	FAX From [REDACTED]				Fax in doc center.
CONLINR	07/27/2009 02:35:37 PM	Note To CCC				RCM to generate check request

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CONLINR	07/27/2009 02:37:26 PM	Note To CCC				
	RCM generated the following check request: 3VWRJ71K48M [REDACTED]; 851317846; [REDACTED]; RCM to EFT Funds to VCI to assist with 1 month Vehicle payment as goodwill. total = \$356.14 wait for check					
CR_BATCH	07/30/2009 04:00:30 AM	Note To CONLINR				
	Amount for \$ 356.14 was Posted on 07/29/2009. AP reference number: 40039775					
BAKERCR	07/31/2009 04:55:26 PM	Call For [REDACTED]				
	Customer states dealer 409252 called today 7-31-09 @ 3pm to notify customer vehicle was complete; advised customer has 24hrs to return rental car or he would be responsible for rental; customer states he leaving to go out of town and this is really inconvenient for him to have to go pick car up in the morning; CA advised customer that VW could not cover a rental car for him while he was on vacation; Customer states will return vehicle in the morning; Customer request RCM handling case please call him on Monday 8-3-09; RCM to review.					
CONLINR	07/31/2009 05:15:55 PM	Assigned To HEARNSN				
HEARNSN	08/03/2009 06:34:20 PM	Voice Mail To [REDACTED]				
	RCM LMTRMC; advised returning customer call; provided CCC contact and Reference number. RCM to advise that vehicle payment was entered and to allow 4-6 weeks to process. RCM to wait customer call.					
HEARNSN	08/05/2009 11:03:48 AM	Voice Mail To [REDACTED]				
	RCM LVMM advising customer that fax was received and vehicle payment entered; allow 4-6 weeks to process; provided CCC contact and Reference number. Wait check.					
LANDRYK	08/20/2009 04:32:33 PM	Return Call From [REDACTED]				
	Customer states: would like to know if VW has issued a payment to VCI yet. CA advised: so see that VW is in the process of making a payment; cannot say when it will post; Customer should work with VCI to find out when that payment post. RCM to review.					

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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta Wolfsburg Edition						
	090166507	Customer Relations	3VWRA71K28M	10,500		
CALDWEM	07/06/2009 12:09:35 PM	Call From				Suggestion 408112 Pr. Part: 3511-Mechatronic Pr. Rsn: 69C Dealer Referred Customer to CARE
Very loyal Customer states Dealer 408112 Service Manager recommend the Customer to contact CCC, states vehicle has been at the dealer for almost 30 days, states the transmission is on backorder, will be another 1-2 months before the part is shipped from Germany. Customer states seeking a vehicle payment (\$328.00) possible there will be total of \$1200.00 vehicle due by the time the repairs are completed, seeking a vehicle payment due to the current downtime, will be purchasing a New 2009 CC within the next day or so, or would consider to get out of the vehicle. CO advised we will be more than happy to look into the request, will escalate to a RCM to follow up with Customer by COB TUES 7-7-09 on the cell CO assigns to the RCM.						Complaint 408112 Part: 3511-Mechatronic Rsn: 98J Part Delays (Due to Incorrect Dealer Ordering)
CALDWEM	07/06/2009 12:24:21 PM	Assigned To SOR				
very loyal Customer seeking a lease payment in the amount of \$328.00, as well would consider to get of the of the VEH, will be purchasing a New 2009 CC within a day or two from DLR 408112. Customer cell phone RCM contacts Dealer 408112.						
BALDWIA	07/06/2009 02:58:37 PM	Assigned To unassigned				
EDWARDAM	07/06/2009 03:34:06 PM	Assigned To EDWARDAM				
EDWARDAM	07/07/2009 09:27:10 AM	Call To Mike Dolce		408112		
RCM advised seeking information on mechatronics unit on order. Service Manager advised was ordered about a month ago; sales doc # 1005774604 and part # 02E-325-025-AD-ZDA; still no ETA at this time when it would arriving; Customer is in a loaner of the exact same vehicle. RCM advised he is seeking a vehicle payment which RCM will offer due to the downtime. RCM to follow up with customer.						

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EDWARDAM	07/07/2009 02:25:43 PM	Voice Mail To	██████████			RCM LMTRMC. RCM to advise we are willing to compensate him for the downtime but we need to confirm a complete days down before we can review further for compensation; will attempt to gather an ETA on the mechatronic unit and will follow up until part arrives and vehicle is repaired. RCM to wait Customer call.
SHEARDA	07/07/2009 03:04:18 PM	Return Call For	██████████			Customer states he is returning call from RCM. CA to call RCM.
SHEARDA	07/07/2009 03:05:01 PM	Transfer To Amanda				CA transferred customer to RCM. CO to call customer.
MANNAE	07/07/2009 04:01:16 PM	Return Call From	██████████			Customer states seeking to speak with RCM and if not available wants to speak with another RCM. CA to locate RCM.
MANNAE	07/07/2009 04:02:10 PM	Call To Amanda				RCM is not available. CA to locate another RCM.
MANNAE	07/07/2009 04:02:32 PM	Return To	██████████			CA advised will transfer to another RCM to assist customer. CA to contact RCM.
MANNAE	07/07/2009 04:02:55 PM	Transfer To Diane				RCM to continue comments.

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HAWLEYD	07/07/2009 04:04:11 PM	Call From [REDACTED]				Customer states that the dealer is advising him the part is on back order and will take 2 months to obtain and it is coming from Germany. Customer states that he is very loyal to VW and is going to be purchasing another VW this evening. Customer states that he is seeking for VW to compensate him vehicle payments for the time that he is without his vehicle. Customer states that he estimates his vehicle payment is about \$350 a month. RCM advised customer that the part we are waiting for is being built VIN specific and it will take 4-6 weeks. RCM advised customer that yes the part is coming from Germany and we are working to stream line the process to load the software into the vehicle. RCM advised customer that we would like to wait until the vehicle is repaired to make a decision on compensation so that we know how many days he has been without his vehicle. Customer states that he understands that and he will look forward to speaking to us once his vehicle has been repaired and returned to him. RCM to follow up with the customer once we have confirmed that the vehicle is repaired and back to the customer. RCM to follow up.
EDWARDAM	07/07/2009 05:26:25 PM	Note To CCC				RCM to close case, pending follow up for 7/21/2009 on parts.
EDWARDAM	07/21/2009 03:14:59 PM	Voice Mail To Mike Dolce		408112		RCM LMTRMC. RCM advised seeking if the part has arrived or if they have received a definite ETA on part. RCM to wait Dealer 408112 call.
EDWARDAM	07/28/2009 03:43:40 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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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EDWARDAM	07/31/2009 09:20:53 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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09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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EDWARDAM	07/31/2009 12:03:59 PM	E-Mail To Mike Dolce		408112		
VIN #: 3VWRA71K28M [REDACTED] Part #:02E325025ADZDA Sales Document #:1005774604 Order Date: 06.20.2009 WE ARE STILL WAITING ON THE PARTS FOR THESE 2 MEC UNITS CARS DOWN RCM to research with Level 2.						
EDWARDAM	07/31/2009 12:06:44 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 09:57:03 AM	Voice Mail To Mike Dolce		408112		
RCM LMTRMC. RCM advised seeking if the part has arrived. RCM to wait Dealer 408112 call.						

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09/23/2009

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CASE NUMBERS SOURCE: All

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EDWARDAM	08/04/2009 10:53:32 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 03:31:05 PM	Call To Mike Dolce		408112		
RCM advised seeking if he has received this part. SM advised they have not and still have the ETA of 8/7. RCM to follow up on parts.						
EDWARDAM	08/07/2009 10:42:06 AM	Call To Mike Dolce		408112		
RCM advised seeking if the unit has come in yet. Service Manager advised not as of yet; too early to tell. RCM to follow up at a later time.						
EDWARDAM	08/07/2009 03:49:31 PM	Voice Mail To Mike Dolce		408112		
RCM LMTRMC. RCM advised seeking if the units came in. RCM to wait Dealer 408112 call.						
EDWARDAM	08/10/2009 09:45:07 AM	Call To Mike Dolce		408112		
RCM advised seeking status on Customer's vehicle. Service Manager advised they should be finishing this up today; will detail it and fill the gas tank; they have been in their loaner vehicle for the longest; they were down for 2 months. RCM advised will offer 2 vehicle payments for the downtime. RCM to follow up with Customer.						
EDWARDAM	08/10/2009 02:12:26 PM	Voice Mail To [REDACTED]				
RCM LVMM. RCM advised Dealer 408112 has received the mechatronics unit and his vehicle should be completed today; they will detail his vehicle before pick up; we would like to compensate him for the last 2 months of being without the vehicle; would need a paystub or statement of his vehicle payment to be faxed to RCM to have this credited to his account; provided fax #6504, attention to RCM and case #; to continue to pay his payments as normal as it can take up to 4-6 weeks to clear then it should be applied towards his Sept. and Oct. payments; any further questions or concerns to contact CCC. No Further Action, pending Customer call or fax.						

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VOLKSWAGEN OF AMERICA, INC.
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2008 Jetta A5 2.0T						
	090166910	Customer Relations	3VWRJ71K88M	9,000		
JONESTR	07/06/2009 05:19:55 PM Call From					Complaint 403234
Customer states: Original owner: vehicle located at dealer 403234 since 06/22/09, due to vehicle stalling and vehicle has been diagnosed with transmission concerns. Customer states currently in a rental due to back ordered parts, was advised not sure when parts are coming in. Customer not sure what part is on order, requested to be credited for monthly payment in the amount of \$346.74, was advised to contact CCC by DP/Jeremy. CO apologized for customer concerns advised our goal is to repair the vehicle under the terms of the warranty, advised we do rely on the authorized VW dealer to update customer with part information as they are equipped with the best tracking tools to update the customer. CO also advised customer anytime the vehicle is down and non-drivable and repairs are being covered under warranty alternate transportation is provided. Customer states feels she should be driving the same vehicle if she has to make the payment. Customer seeking to be compensated some of the payment. CO advised customer based on the nature of concerns case will be escalate to RCM which will look into customer request and follow-up with customer on Tuesday 07/07/09 before COB to advise of next course of action. CO to escalate case.						Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation
JONESTR	07/06/2009 05:34:52 PM Assigned To unassigned					Complaint
Customer seeking monthly payment compensation for back ordered part situation. Customer can be reached at						Part: LEAS-LEASE AND LOAN PAYMENT
RCM to research.						Rsn: 37A Lease Payment
CAMPOSA	07/07/2009 07:54:33 AM Assigned To CAMPOSA					
CAMPOSA	07/07/2009 09:46:18 AM Call To Sherry			403234		
Service Manager advised: waiting on Mechatronics unit; order date was 6/22; customer is in a rental vehicle; FOM is being kept up to date on all the Mechatronics vehicles. RCM advised: will follow up with customer to advise that we will compensate her for time out of her vehicle once the vehicle has been repaired; we will follow up with Dealer at the end of next week (RCM to advise customer that we will follow up by COB 7/17). RCM to call customer.						
CAMPOSA	07/07/2009 03:33:44 PM Voice Mail To					
RCM LVMM. (RCM to advise customer: ETA is mid to end of July; RCM will follow up with customer by COB 7/17; we certainly want to look into compensating customer for time out of her vehicle) (NOTE: phone number in notes from CO and phone number in customer screen are one digit off) RCM to call customer.						

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CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	07/07/2009 03:36:01 PM	Call To [REDACTED]				
(RCM corrected customer screen with correct phone number) RCM advised customer: mechatronics unit is a VIN specific component; and it comes from Germany; we apologize for the delay; this component can take 4-5 weeks to receive; RCM will be following up with customer by COB Friday 7/17; once vehicle is repaired, we would like to look at compensating customer for time out of vehicle. Customer advised: is going to be going on vacation in a week and a half; seeking vehicle by then. RCM advised: if we can get the part in, the vehicle will be repaired ASAP; cannot guarantee the part to arrive on time; however, RCM can guarantee that if customer needs rental while on vacation, we can authorize that. RCM to email FOM						
CAMPOSA	07/07/2009 03:49:58 PM	E-Mail To Dave Barnes				
VIN:	3VWRJ71K88M	[REDACTED]				
Model/Model Year: 2008 Jetta						
In-service Date: 7/21/2008						
Mileage: 9k miles						
What is the concern: Waiting on Mechatronics unit since 6/22.						
What is the customer seeking: I have advised the customer that if she needs to take the rental vehicle on vacation we will be happy to cover the rental fees, if her vehicle is not ready by her leave date. I have also advised the customer that we would be happy to compensate her for time out of her vehicle once the repairs have been completed. She has her loan through VCI. Customer seemed satisfied with this information.						
Next steps/CARE action: I will be following up with the customer by Close of Business Friday 7/17. RCM to call Dealer.						
CAMPOSA	07/17/2009 10:01:08 AM	Call To Chuck		403234		
Service Manager unavailable. Service Advisor states: RO shows ready to post; will verify that vehicle is completed and call RCM. RCM to wait Dealer call						
CAMPOSA	07/17/2009 10:14:46 AM	Voice Mail From Chuck		403234		
Service Advisor states: part not received yet. RCM to call customer.						

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CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	07/17/2009 03:13:56 PM	E-Mail To Dave Barnes				
Model/Model Year: 2008 Jetta						
In-service Date: 7/21/2008						
Mileage: 9k miles						
What is the concern: Customer has been waiting for 26 days for a mechatronics unit						
What is the customer seeking: when we last spoke with the customer on 7/7/09 she advised us that she was seeking compensation for all the time out of her vehicle, but also expected the vehicle to be repaired and ready when she returned from her vacation. Part is still not in.						
Next steps/CARE action: RCM wanted to make you aware of this customer. RCM to wait dealer call.						
SZYMANT	07/17/2009 03:28:13 PM	Note To ccc				
Latest mechatronics report indicates this part is expected in late July. RCM to call customer.						
CAMPOSA	07/17/2009 04:15:49 PM	Call To [REDACTED]				
RCM advised: dealer does not have part in yet; they are advising end of July; RCM would like to cover a vehicle payment for customer now as customer advised earlier that she was going on vacation; we would just need a bank statement showing vehicle payment. Customer thanked. Customer advised she will be going on vacation 7/22-7/26. RCM advised: will follow up with customer by COB 7/27; RCM also advised that any additional weeks down we would certainly look into compensating for customer. Customer advised: seeking to know if she can continue to use the rental vehicle. RCM advised yes. RCM to call Dealer.						
CAMILOM	07/20/2009 09:27:45 AM	FAX From [REDACTED]				
Fax in doc center.						

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CAMPOSA	07/20/2009 09:59:44 AM	Note To CCC				
851155412	vehicle payment due to length of time for part to be delivered. Total = \$346.74.					
RCM to call Dealer.						
CR_BATCH	07/25/2009 04:00:45 AM	Note To CAMPOSA				
Amount for \$ 346.74 was Posted on 07/24/2009. AP reference number: 40039214						
CAMPOSA	07/27/2009 01:33:24 PM	Voice Mail To Sherri		403234		
RCM LVMM. RCM advised: seeking to know if part came in yet. RCM to wait Dealer call.						
CAMPOSA	07/27/2009 02:04:05 PM	Return Call From Sherri		403234		
Service Manager advised: new ETA on part is 8/7. RCM to follow up with customer.						
CAMPOSA	07/27/2009 04:36:11 PM	Call To				
RCM advised: part due next week; RCM will follow up with customer by COB Monday August 10th; one vehicle payment has been processed; should show up on statement early August; RCM will compensate customer for additional time out of vehicle once repairs completed. Customer acknowledged. RCM to call Dealer.						
CAMPOSA	08/10/2009 08:30:31 AM	Call To Chuck		403234		
Service Manager out today. Service Advisor states: will check to see status of vehicle repair and call RCM back. RCM to wait Dealer call.						
CAMPOSA	08/10/2009 09:26:05 AM	Return Call From Chuck		403234		
Service Advisor states: part was received and installed on 7/30. RCM to advise customer: as vehicle was down for two weeks outside of the normal lead-time for this component, RCM would like to provide customer with \$250 service voucher or \$173.37 which is a half vehicle payment. RCM to call customer.						
CAMPOSA	08/10/2009 04:27:46 PM	Call To				
RCM LVMM. RCM advised: understand that the vehicle was repaired and returned; seeking to provide customer with compensation for the additional two weeks waiting for component in the form of 1/2 a vehicle payment (\$173) or a \$250 service voucher good for one year. RCM to wait customer call.						

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ZIEHMEC	08/11/2009 11:17:28 AM	Voice Mail To				
RCM advised customer to call CCC for an update. Please attempt to contact RCM (43577) then RCM (43242) or her voice mail. RCM to advise: seeking to provide customer with compensation for the additional two weeks waiting for component in the form of 1/2 a vehicle payment (\$173) OR a \$250 service voucher good for one year. RCM to wait customers call.						
ABDULAM	08/13/2009 04:06:10 PM	Call To				
CA advised that VW would like to provide customer with compensation for the additional two weeks waiting for component in the form of 1/2 a vehicle payment (\$173) OR a \$250 service voucher good for one year. Customer states she would like the 1/2 month vehicle payment. RCM to process payment.						
CAMPOSA	08/14/2009 09:34:04 AM	Note To CCC				
851155412, 3VWRJ71K88M, vehicle payment due to length of time for part to be delivered. Total = \$173.00						
CR_BATCH	08/22/2009 04:00:45 AM	Note To CAMPOSA				
Amount for \$ 173.00 was Posted on 08/21/2009. AP reference number: 40044314						
CAMPOSA	09/14/2009 04:06:25 PM	Note To CCC				
RCM reviewed. No further action.						

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2008 Jetta Wolfsburg Edition						
	090168645	Customer Relations	3VWRA71K48M	10,000		
AUSTINS	07/08/2009 09:19:59 AM Call From					Complaint 408278
Customer states: the vehicle bangs into gear when the vehicle is hot and the outside temperature is hot; she took her vehicle to Dealer 408278; the Dealer ran a diagnostic test on the vehicle and did not find any faults; the Dealer advised the Customer to bring her vehicle back when the concern is happening; the Customer cannot do this based on her schedule; she believes that the Dealer should have driven the vehicle further and tried harder to find the issue with the vehicle; she is also getting conflicting messages from the Dealer about the how common this issue is with the DGS transmission; Customer is seeking to have CCC work with the Dealer to find a solution to the repair of her vehicle. CO advised: will assign this case to an RCM for handling; RCM will call Customer back by COB tomorrow (07/09/09). CO to assign to RCM.						Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
AUSTINS	07/08/2009 09:29:07 AM Assigned To Eastern					Complaint 408278
Customer has an issue with her DSG transmission banging into gear when it is hot out; the Customer is unhappy with the way the Dealer 408278 handled the repair of her vehicle; she believes that they could have done more when she brought her can in the first time; please call Customer by COB tomorrow (07/09) at her						Part: 3511-Mechatronic Rsn: 97J Part Delays (No Error in Dealer Ordering)
HAWLEYD	07/08/2009 10:24:55 AM Assigned To HAWLEYD					Complaint 408278
Assigned for handling.						Part: 3435-Transmission Rsn: 94J Dissatisfied w/Dealer Decision
HAWLEYD	07/08/2009 11:02:27 AM Call To Bill Simmons			408278		
Service manager advised that they did not find any fault codes and directed the customer should they have any further concerns to bring the vehicle back in. RCM advised service manager about the temperature sensor in the transmission and to have the tech contact tech line and advise them of this customer's concerns. RCM to contact customer.						

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HAWLEYD	07/08/2009 05:07:28 PM	Call To [REDACTED]				
RCM advised customer that we have spoken to the service manager and advised that them to proactively contact our technical support team as they were not able to find any fault codes with her vehicle. Customer states that the service advisor behind the desk that is short and has a long beard advised her that she needed a mechatronics unit and he would start the process. RCM advised that we will contact the service manager in regard to this, however the dealer is advising that there are no fault codes. Customer states that her vehicle is still banging into gear and it is bothering her neck. RCM advised customer that we would advise her to make another appointment with the dealer and have them look at it again. RCM advised that if it is a mechatronics unit it is a part that is built specific to her vehicle and does take 6-8 weeks to obtain. RCM advised that she will contact the service manager and make him aware of the conversation that she had with the service advisor. RCM advised customer to make an appointment with the dealer to bring the vehicle back in. No further action with the customer pending appointment. RCM to contact service manager.						
HAWLEYD	07/10/2009 09:57:07 AM	Call To Bill Simmons		408278		
RCM advised service manager that the customer is suppose to be calling back to make an appointment to have the vehicle looked at again because she is still having an issue. Service manager advised that he will have the tech call tech line. No further action.						
ALEXANLA	07/27/2009 05:18:15 PM	Call From [REDACTED]				
Customer states was told to call CCC by VCI; states vehicle has concern with lurching forward each time the vehicle is put in gear; states almost had an accident because of this; states dealer has advised that the mechatronics unit has to be replaced however the parts will take 12 plus weeks to arrive; states is seeking to have her lease ended; states dealer advised to still drive the vehicle. CA advised Customer that the updates will be noted for RCM to review request with no promises; advised RCM will follow up by COB tomorrow 7/28. Customer acknowledged. Call work first and then cell. RCM to research.						
HOFFMAB	07/28/2009 08:59:30 AM	Call From [REDACTED]				
Customer states she has talked to her lawyer and was told to bring vehicle back to the dealership, would like to speak with RCM as soon as possible. CA advised she will transfer call.						
HOFFMAB	07/28/2009 09:00:41 AM	Call To associate - Eastern Region				
RCM not available. CA to return to customer.						
HOFFMAB	07/28/2009 09:01:07 AM	Return To [REDACTED]				
CA advised RCM was assisting another customer but she will alert her to customers call. Customer requested return call as soon as possible. RCM to review.						

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HAWLEYD	07/28/2009 10:07:02 AM	Voice Mail To Bill Simmons		408278		RCM LMTRMC. RCM provided direct line. RCM waiting for service manager call back.
SYLVESM	07/28/2009 11:12:22 AM	Call From [REDACTED]				Customer seeks to speak with RCM. CA advised will transfer to RCM. CA transferring to RCM.
SYLVESM	07/28/2009 11:13:29 AM	Transfer To RCM- Diane				CA transferred to RCM voicemail. RCM to callback Customer.
HAWLEYD	07/28/2009 11:54:39 AM	Call From Bill Simmons		408278		Service manager advised that they ordered a mechatronics unit on 7/23/09 and the customer is driving her vehicle. RCM advised that we may need to place the customer in a rental/ loaner vehicle. RCM to contact customer.
HAWLEYD	07/28/2009 02:11:41 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM - Please advise customer that we understand that the dealer has a mechatronic unit on order for her and that this is a VIN specific built part that can take 6-8 weeks. Please advise customer that if she is not comfortable driving her vehicle we can place her in a rental vehicle. RCM waiting for customer call back.
HOWARDB	07/28/2009 02:25:59 PM	Return Call From [REDACTED]				Customer called to speak to the RCM. CA placed the Customer on hold to transfer to the RCM.
HOWARDB	07/28/2009 02:26:59 PM	Transfer To Diane				CA transferred the Customer to the RCM. RCM to continue call with the Customer.
HAWLEYD	07/28/2009 02:35:26 PM	Return Call From [REDACTED]				RCM advised customer that the part is built VIN specific and it takes 6-8 to build. RCM advised that we are working with our corporate parts department to obtain the part. Customer states that she is concerned that since the vehicle is lurching forward that she almost rear ended someone. RCM advised that we would like to place her in a rental/loaner vehicle until the part arrives and the vehicle has been installed. Customer states that she would appreciate that. RCM advised customer to contact the service manager and he will make those arrangements for her. RCM advised that we will follow up by COB on Tuesday 8/4/09 with an update. RCM to follow up.

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HAWLEYD	07/29/2009 10:07:32 AM	Call From Bill Simmons		408278		
Service manager advised that the customer came in and picked up a vehicle, however returned and advised them that she drives a high line VW and did not want the loaner/rental vehicle. Service manager advised that they provided a 2009 loaded Hyundai Accent. No further action.						
ALEXANLA	07/31/2009 08:23:11 AM	Call From [REDACTED]				
Customer states seeking to speak with RCM. CA reviewed previous conversation notes with Customer and RCM and also with RCM and Service Manager; seeking to know if there is any new updates that Customer wish to provide. Customer states that dealer gave her a loaner but she took it back because it was not to her standards and is back driving her vehicle. CA advised Customer that VW is aware of this information as it has been provided by the Service Manager. Customer states that she is getting to the point where she wants for VW to either take the vehicle back or provide a trade in at a lower price; states seeking to speak with RCM. CA to transfer Customer to RCM.						
ALEXANLA	07/31/2009 08:31:04 AM	Transfer To Diane / RCM				
CA transferred Customer to RCM voice mail. RCM to call Customer.						
MULLIGM	08/03/2009 09:26:16 AM	Call From [REDACTED]				
Customer states seeking RCM as did not hear from her 7/31/09; CO to call RCM.						
MULLIGM	08/03/2009 09:27:40 AM	Call To Diane				
RCM not available; CA to return to Customer.						
MULLIGM	08/03/2009 09:28:26 AM	Return To [REDACTED]				
CA advised RCM assisting others; RCM advised would update Customer by COB 8/4/09; Customer states returned her rental vehicle as it is not comparable to her vehicle; her vehicle RPM's are bouncing up and down; would like to get out of her lease without penalty; CA advised previous CA did note that request as well; our first priority is to work within terms of warranty to address concerns; will leave message for RCM and she will return call at earliest convenience; RCM to call Customer.						
HAWLEYD	08/03/2009 11:33:53 AM	Call To Bill Simmons		408278		
RCM advised that the customer is seeking to be placed into a more comparable rental vehicle at this time. Service manager advised that he will contact his rental agency. Service manager advised that the part was ordered on 7/23/09. RCM to contact 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>
HAWLEYD	08/03/2009 01:00:48 PM	Voice Mail To				RCM LMTRMC. RCM or CA - Please advise customer that we have spoken to the service manager and he is attempting to obtain a more comparable rental vehicle for her, however the rental provision is \$25 a day. Please advise customer that in regard to her request to release her from her lease is something that we can look at once the vehicle is repaired, however there are no guarantees that we will meet her expectations. RCM waiting for customer call back.
NESTORD	08/03/2009 03:27:26 PM	Return Call From				Customer states: seeking to know if the vehicle is drivable with the bad mechatronic. CA advised: Dealer would be the best resource regarding concern. Customer states: seeking to speak to RCM. CA advised: will transfer Customer to RCM if available. CA to call RCM.
NESTORD	08/03/2009 03:32:47 PM	Call To Diane Hawley				CA called RCM. RCM assisting another Customer or away from desk. CA to return to Customer.
NESTORD	08/03/2009 03:33:14 PM	Return To				CA advised: RCM is assisting another Customer or away from desk. CA advised: willing to assist if the Customer would like. Customer states: rental vehicle being provided is not comparable to the Customer vehicle; Dealer advised would provide \$25 a day towards rental; what happens if the rental is more than \$25 a day. Customer seeking: a comparable rental vehicle; VW to pay the difference. CA advised: service manager is trying to find the Customer a comparable vehicle for \$25 a day; can forward concerns regarding the difference in the rental vehicle for further review. Customer states: ok fine and disconnected call. RCM to review.
HAWLEYD	08/04/2009 11:43:17 AM	Voice Mail To Bill Simmons		408278		RCM LMTRMC. RCM advised that we are seeking to know if we have obtained a rental for this customer. RCM waiting for service manager call back.
HAWLEYD	08/05/2009 08:48:09 AM	Return Call From Bill Simmons		408278		Service manager advised that he spoke to the customer yesterday and advised her to come in and he will obtain a list of rentals from Avis and she can pick which vehicle she would like to drive. Service manager advised that the customer advised that her vehicle is ok for right now. Service manager advised that he told the customer if she changes her mind or feels unsafe in the vehicle, to contact him and he will get the list from Avis and she can pick her 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>
VENRONV	08/07/2009 11:34:18 AM	Call From [REDACTED]				Customer states: She would like to trade the VW vehicle for a Honda; wants lower payment is vehicle; rental vehicle is not comparable with the jetta; wants to speak with case manager; is calling since Friday; she does not want to go thru the voicemail; Customer seeking: To trade the vehicle; To speak with RCM; To lower the payment. CA advised; offered a loyalty voucher for \$750 for a new purchase or leased VW. Transfer the call to RCM but if assisting another customers will be directed to voicemail. CO to transfer the call to RCM.
VENRONV	08/07/2009 11:53:40 AM	Transfer To HAWLEYC				CO advised: customer is very persistent to speak with the case manager; offered to transfer the call to RCM voicemail and customer does not want to go thru voicemail; wants to wait until RCM is available; RCM to speak with customer.
HAWLEYD	08/07/2009 12:01:21 PM	Continued Comment From [REDACTED]				Customer states that she is seeking for VW to trade her out of this vehicle today. Customer states that she would like to know if VW will accept a lesser pay off for the vehicle. RCM advised customer that VW will work within the terms of the warranty and we will not replace the vehicle. RCM advised customer that the part is a VIN specific part and it will take 6-8 weeks for the part to arrive. RCM advised customer that the dealer is willing to get a list of rental available from the rental agency and she can pick which one she wants to drive. Customer states that VW has done nothing for her and she wants to trade out of this vehicle today. RCM advised that would be part of her sales negotiations. Customer states that she would like to know what will happen with the part if she trades out of the vehicle. RCM advised that she would need to advise the dealer that she has traded out of the vehicle if she is not going to work with the dealer. Customer states that she is not going to purchase a VW. Customer states that she would like to know when the part was ordered. RCM advised that she will verify and contact her back. RCM to contact dealer.
HAWLEYD	08/07/2009 12:05:41 PM	Voice Mail To Bill Simmons		408278		RCM LMTRMC. RCM waiting for service manager call back.
HAWLEYD	08/07/2009 12:10:44 PM	Call To [REDACTED]				RCM LMTRMC. RCM or CA - Please advised customer that her mechatronics unit was ordered on 7/23/09. RCM waiting for customer call back.
HAWLEYD	08/10/2009 04:29:17 PM	Call To Raymond (assistant to mgr)		408278		Service advisor advised that the customer has not returned to pick up a vehicle. RCM to contact 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

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HAWLEYD	08/10/2009 04:39:54 PM	Call To				
RCM advised customer that this was just a courtesy follow up to make sure that she received the voicemail on when her mechatronics unit was ordered. Customer states that she did and she has no further questions. 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

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2008 Jetta A5 2.0T						
[REDACTED]	090168863	Customer Relations	3VWRJ71K28M [REDACTED]			Complaint 409415
CALDWEM	07/08/2009 12:38:37 PM	Call From [REDACTED]				Pr. Part: 3511-Mechatronic Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate
Customer states has taken the vehicle to the dealer 6 times for the transmission, seeking to address the time frame for the part (Mechatronic), states aware of the known issue for the part, vehicle cannot be driven, has not been driven for a month, advised by Dealer 409415 unaware when the part will arrive. CO advised can understand his concerns, the parts is made by the VIN with a time frame 4-8 weeks possible. CO advised the dealer are the best resources for part status. CO advised will escalate to a RCM to follow up with Customer by COB THURS 7-9-09 at [REDACTED] CO assigns to the RCM.						
CALDWEM	07/08/2009 12:45:41 PM	Assigned To SOR				
Customer seeking part status updates, states Dealer 409415 unable to provide any updates, vehicle has not been driven for 30 days. Customer contact [REDACTED]. RCM contacts Dealer 4009415.						
ISTIFOV	07/08/2009 12:49:53 PM	Assigned To ISTIFOV				
Assigned.						
ISTIFOV	07/08/2009 01:13:30 PM	Call To Joe Lishman		409415		
Service Manager advised that the vehicle will need a new mechatronics unit and has no ETA and was ordered on 6/8/09. Service Manager advised that the customer is driving the vehicle at this time as it is drivable. RCM to call customer and advise that it will be a 6-8 week wait time from the order date for the mechatronics unit to arrive. RCM to call customer.						
ISTIFOV	07/08/2009 01:40:03 PM	Call To Jeffrey Mauck				
RCM advised was calling in regards to his file. RCM advised that dealer 409415 has advised that they ordered the mechatronics unit on 6/8/09 and is 6-8 weeks time frame from the order date. Customer states that he was advised that it can take eight more weeks to wait and was seeing if there was anything he can do to help expedite the process. RCM advised that since it has been four weeks, the wait time should only be 2-4 weeks more at this point. RCM advised that RCM will follow up with dealer 409415 and customer on Friday 7/31/09 with an update. Customer acknowledged. RCM to call dealer 409415 on 7/31/09.						
ISTIFOV	07/31/2009 09:30:21 AM	Call To Joe Lishman		409415		
Service Manager advised the part has not arrived at this time however, should arrive between 8/7-8/10/09. RCM to call customer and advise.						

Note: Does 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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ABDULAM	07/31/2009 02:24:25 PM	Voice Mail To [REDACTED]				CA LVMM. CA advised that Dealer states that part is scheduled to arrive between 8/7 and 8/10. CA advised Customer to contact CCC if he has any other questions or concerns. RCM to review.
ISTIFOV	07/31/2009 02:36:09 PM	Note To CCC				RCM to call dealer 409415 on 8/10/09 to ensure part has arrived.
ISTIFOV	08/10/2009 09:59:33 AM	Voice Mail For Joe Lishman		409415		RCM left message advising to please contact RCM back regarding an update on customer's vehicle repairs. Wait dealer call.
ISTIFOV	08/10/2009 02:51:10 PM	Call To Joe Lishman		409415		Service Manager advised the vehicle has been repaired and back with the customer as of one week ago. Service Manager advised the downtime was 30 days. RCM to call customer and follow up.
ISTIFOV	08/10/2009 02:53:37 PM	Voice Mail For Jeffrey Mauck				RCM left message advising RCM was following up to ensure customer's satisfaction with repairs and to please contact RCM back with any questions or concerns regarding his file. 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

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2008 Jetta Wolfsburg Edition						
	090169072	Mediation/Arbitration	3VWRA71K18M	39,000		Unknown 422585
CARDONN	07/08/2009 03:40:37 PM	Attached Mail From Robert Starr				Pr. Part: 3460-Mechatronics cover
	Recd attorney demand letter seeking settlement under the CA Civil Code. Recd copy of VCI Lease agreement and copy of ROs showing:					Pr. Rsn: E08
	11/7-14 08 @ 12415 miles- customer stated that the vehicle shut off while on the freeway but operating as intended, vehicle was test driven of 61 miles and problem did not occur.					Stumbles/hesitates/dies in steady hwy driving
	2/26 09 @ 26548 miles- oil change and customer stated that the engine made a lot of noise (no repair made)					
	3/3-12 @ 27397 miles- replaced megatronics control unit due to vehicle jumping and shaking					
	6/20 09 @ 38616 miles- oil change					Unknown 422585
						Part: SCV1-SPECIAL CODE -CORPORATE USE ONLY
CARDONN	07/08/2009 05:01:36 PM	Note To Nick Cardoni				Rsn: H22 Technical Issue (Med/Arb only)
	Note that customer has a 48 month lease and has an allowance of 40,000 miles with .20 per mile over. Customer currently has 39,000 miles and still has 36 months left on the lease.					
CARDONN	07/08/2009 05:03:17 PM	E-Mail To Joe Ackerman				
	Sent copy of demand and ROs.					
CARDONN	07/28/2009 05:19:22 PM	Call To Shamus Smith		422585		
	Reviewed repair history.					

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

09/23/2009

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

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CARDONN	07/28/2009 05:32:00 PM	Mail To Robert Starr				
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Dear Mr. Starr:

We regret to learn of the service concerns your client has experienced with their vehicle. As a goodwill gesture we would like to offer the following settlement:

Volkswagen of America, Inc. (Volkswagen), an organizational unit of Volkswagen Group of America, Inc., will pay to [REDACTED] the sum of \$5,000 as settlement of this claim for the referenced vehicle, inclusive of legal fees. Volkswagen offers this amount as the only and final cash settlement offer.

In consideration of the offer set out above, [REDACTED] agrees that any payments made by Volkswagen pursuant to the terms of this offer are in full and final settlement of this matter. Furthermore, that [REDACTED] releases Volkswagen Group of America, Inc., Volkswagen of America, Inc., Volkswagen Credit, Inc. and all Volkswagen of America, Inc. authorized dealerships, including their respective officers, agents and employees, from any and all liability, both past and future, relating to this purchase, lease, maintenance, repair or use of the above-identified vehicle. If the written, limited warranty of Volkswagen Group of America, Inc. has not expired, it will remain in effect subject to its terms, conditions, restrictions and limitations. Keep the terms and conditions of this offer letter confidential, and further agree not to disclose the terms of this agreement to anyone other than your attorney, accountant, or immediate family members, without prior written consent.

If these terms are agreeable, please have your client sign below and return to my office. Offer valid for 15 days from date above.

Agreed to:

[REDACTED] _____
Date

Sincerely,

Nicholas C. Cardoni
Mediation/Arbitration

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

09/23/2009

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

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CARDONN 07/28/2009 05:32:13 PM FAX To Robert Starr

Dear Mr. Starr:

We regret to learn of the service concerns your client has experienced with their vehicle. As a goodwill gesture we would like to offer the following settlement:

Volkswagen of America, Inc. (Volkswagen), an organizational unit of Volkswagen Group of America, Inc., will pay to Ms. [REDACTED] the sum of \$5,000 as settlement of this claim for the referenced vehicle, inclusive of legal fees. Volkswagen offers this amount as the only and final cash settlement offer.

In consideration of the offer set out above, [REDACTED] agrees that any payments made by Volkswagen pursuant to the terms of this offer are in full and final settlement of this matter. Furthermore, that [REDACTED] releases Volkswagen Group of America, Inc., Volkswagen of America, Inc., Volkswagen Credit, Inc. and all Volkswagen of America, Inc. authorized dealerships, including their respective officers, agents and employees, from any and all liability, both past and future, relating to this purchase, lease, maintenance, repair or use of the above-identified vehicle. If the written, limited warranty of Volkswagen Group of America, Inc. has not expired, it will remain in effect subject to its terms, conditions, restrictions and limitations. Keep the terms and conditions of this offer letter confidential, and further agree not to disclose the terms of this agreement to anyone other than your attorney, accountant, or immediate family members, without prior written consent.

If these terms are agreeable, please have your client sign below and return to my office. Offer valid for 15 days from date above.

Agreed to:

[REDACTED] _____
Date

Sincerely,

Nicholas C. Cardoni
Mediation/Arbitration

CARDONN 07/31/2009 09:04:37 AM Attached Mail From Robert L Starr

Recd signed offer letter

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

09/23/2009

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

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CARDONN	07/31/2009 09:14:26 AM	Approved By Nick Cardoni				
		Req check.				
CARDONN	08/04/2009 01:24:15 PM	Attached Mail From Robert Starr				
		Recd dup copy of the agreement/ settlement.				
CAMILOM	08/06/2009 01:24:31 PM	Assigned To CARDONN				
		Check # [REDACTED] for amount \$5,000.00 received.				
		Forwarded check to advocate for handling.				
CARDONN	08/06/2009 02:11:53 PM	Mail To Robert Starr				
		Sent check via fed ex.				
ARMITAR	08/11/2009 03:41:57 PM	Note To CCC				
		Scanned file in doc center.				

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

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

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2008 Jetta A5 2.0T [REDACTED]	090169615	Mediation/Arbitration	3VWRJ71K78M [REDACTED]	9,000		<hr/> Unknown 402605 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically <hr/> Unknown 402605 Rsn: H22 Technical Issue (Med/Arb only) <hr/> Unknown 402605 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)

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

VOLKSWAGEN OF AMERICA, INC.
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LINDSAB	07/09/2009 08:09:22 AM	E-Mail From Ann Camposeo				
Good Morning Paul,						
The following customer has contacted Customer CARE. I have confirmed that the vehicle has been down for a mechatronics unit replacement, a turbocharger & camshaft adjuster control valve replacement, and is now currently down at Dealer 402616 for black smoke coming out of the vehicle.						
Customer Name: [REDACTED]						
VIN: 3VWRJ71K78M [REDACTED]						
Model/Model Year: 2008 Jetta						
In-service Date: 8/30/2008						
Mileage: 10k miles						
Is the vehicle at the dealer for repairs: Yes						
What has the Service Manager indicated: Vehicle is currently being diagnosed.						
Overview of confirmed vehicle repairs:						
2/2009 vehicle seen for hesitation. No codes found. Vehicle operating as designed						
4/3/09 - 4/22/09 (customer took vehicle home from 4/3 - 4/13 while waiting for parts to arrive) vehicle Mechatronics unit was replaced. RO remained open from 4/3 - 4/22						
5/22/09 - 6/2/09 vehicle's turbo charger, and camshaft adjustor control valve was replaced.						
NOTE: Customer advised that current concern happened on 7/5. Took Roadside assistance until 7/7 to pick up vehicle and deliver to dealership. Vehicle was stranded on side of road during this time. Customer has a newborn baby. (I have forwarded a complaint to Roadside Assistance regarding delay)						
Days Down: 23 days total (unless we include the total open days on the RO for the mechatronics replacement, then the total days down for this vehicle would be 32 days)						

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

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What is the customer looking for:

The customer has lost faith in the vehicle and is asking us to escalate the issue. Is there any additional action you'd like to take on this case? If so, please let me know what your next steps are, so I can close out the case with the customer.

Next steps/CARE action: I have promised the customer a return call by close of business today. The dealership will be diagnosing the vehicle today for black smoke concern.

Thank you for your help.

Ann Camposeo
VWoA Customer CARE Center

LINDSAB 07/09/2009 08:10:43 AM E-Mail For Brian Lindsay & Ann Camf

Good Morning,

We need to replace this customer's car.

Brian - I am going to be at the selling dealer on Thursday (402605) and will collect the original sale information and forward it Thursday evening with a Med-Arb form to get the process going. Thanks.

Paul Freiburger
Volkswagen of America
Fixed Operations Manager
Central Region - Area 41
(920) 238-7398 Cell
(920) 926-1605 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
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LINDSAB	07/09/2009 08:12:01 AM	E-Mail To Paul Freiburger, Camposeo				
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Paul,

No problem. I'll be on the lookout for the form.

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

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

Phone: 248 754 3678

Fax: 248 754 6504

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, copying or alteration of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system immediately and notify the sender by reply e-mail, fax or by calling the phone number listed on the message. We will then be able to correct our records. We appreciate your cooperation and thank you for your assistance. Volkswagen Group of America, Inc.

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VOLKSWAGEN OF AMERICA, INC.
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LINDSAB	07/10/2009 09:54:18 AM	E-Mail From Paul Freiburger				
Hi Brian,						
Attached is a MedArb form and copy of the original vehicle invoice.						
I spoke with the customer today. She is going to visit 402605 this weekend a look at the Jetta's in stock to see if they have one that matches her equipment. I will speak with her on Monday to determine if we have a vehicle there or if we have to locate one. I will let you know as soon as I find out.						
FYI: To clarify, her vehicle was towed to 402645, but dealer 402605 is bringing it to their dealership, as they have worked on it to this point.						
Thanks.						
Paul Freiburger Volkswagen of America Fixed Operations Manager Central Region - Area 41 (920) 238-7398 Cell (920) 926-1605 Fax						
LINDSAB	07/10/2009 01:11:58 PM	Attached Mail From Paul Freiburger				
Paul emailed med arb form. Veh quit on the road. Veh engine smoking. Concerns include hesitation, transmission shifting and engine operation. Veh down 30+ days to date. veh leased through VCI.						

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

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LINDSAB	07/14/2009 08:53:05 AM	E-Mail From Paul Freiburger				
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Hi Brian,

This is the customer that I sent the info to you on last week. She looked at cars at the dealership last week and would like to trade for the car with the invoice attached. I would be inclined to do so without contribution even though it is 1K more, in view of her very bad experiences and the fact that we do not have a repair solution for her car at this time. Let me know what you think.

Paul Freiburger
Volkswagen of America
Fixed Operations Manager
Central Region - Area 41
(920) 238-7398 Cell
(920) 926-1605 Fax

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

VOLKSWAGEN OF AMERICA, INC.
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LINDSAB	07/14/2009 09:03:47 AM	E-Mail To Paul Freiburger				
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Paul,

Good morning. I have no problem with this. Now are we doing a trade assistance or a substitution of collateral? You referenced the word "trade" below. I just want to be sure.

If we're doing a replacement I will send out an offer to replace letter today and copy you to it.

Let me know.

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

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

Phone: 248 754 3678
Fax: 248 754 6504

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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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LINDSAB	07/14/2009 09:23:23 AM	E-Mail From Paul Freiburger				
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Hi Brian,

Sorry for not being more careful with my terms. It would be a replacement, not a T/A. Thanks.

LINDSAB	07/14/2009 10:34:44 AM	E-Mail To Paul Freiburger				
---------	------------------------	---------------------------	--	--	--	--

Paul,

Make sure the dealer holds that vehicle for us. I'm going to call her today and fax over the letter to her. I'll email you a copy.

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

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

Phone: 248 754 3678
Fax: 248 754 6504

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09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LINDSAB	07/14/2009 10:47:58 AM	Call To [REDACTED]				
Cust advised will rcv offer letter and copy of veh invoice today. Cust states she will review offer letter and						
LINDSAB	07/14/2009 10:55:34 AM	E-Mail To Paul Freiburger				
Paul,						
She wants commission number #178497 the salsa red vehicle. Make sure Concours holds that one for us!!						
Brian Lindsay Process & Quality Analyst Customer Care, Processes & Technology						
VOLKSWAGEN Group of America, Inc. 3499 West Hamlin Road Mail Code 2 West Rochester Hills, MI 48309						
Phone: 248 754 3678 Fax: 248 754 6504						

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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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LINDSAB	07/14/2009 10:58:08 AM	E-Mail To				
---------	------------------------	-----------	--	--	--	--

Good morning. Attached above is the offer letter and copy of the vehicle. Please sign the offer letter and return to me. If you have any questions let me know.

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

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

Phone: 248 754 3678
Fax: 248 754 6504

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LINDSAB	07/14/2009 02:53:32 PM	Attached Mail From	
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Signed repl letter.

LINDSAB	07/14/2009 03:04:27 PM	Call To Preston Foehrkalb	402131
---------	------------------------	---------------------------	--------

Preston agreed to give us the veh. Preston advised will rcv credit for invoice of veh. Preston advised will be contact when transportation comes by to pick up veh.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LINDSAB	07/14/2009 03:08:05 PM	Voice Mail To Aaron Brees	402605			
Aaron advised will be contact person when repl veh arrives. Aaron advised to rmc with any questions.						

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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LINDSAB	07/14/2009 03:22:15 PM	E-Mail To Acct, Dist & Preston Foehr				
---------	------------------------	--------------------------------------	--	--	--	--

PLEASE SEND MCO AND INVOICE ASAP!!!!

Case # 90169615

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

CURRENT CUSTOMER & VEHICLE INFORMATION:

[REDACTED]
[REDACTED]
Milwaukee, WI [REDACTED]

ORIGINAL VEHICLE:

2008 Volkswagen Jetta
3VWRJ71K78M [REDACTED]

REPLACEMENT VEHICLE:

2009 Volkswagen Jetta SportWagen
3VWTM71K59M [REDACTED] [REDACTED]

ACCOUNTING:

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

Please send MCO and invoice to me.

DISTRIBUTION:

Please bill VIN 3VWTM71K59M [REDACTED] to 491/991 and credit dealer 402/131. In comments field put "CR replacement [REDACTED]
[REDACTED] "

Brian Lindsay

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

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

<u>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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Process & Quality Analyst
Customer Care, Processes & Technology

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

Phone: 248 754 3678
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LINDSAB 07/14/2009 03:23:50 PM E-Mail From Crystal Batstra

I will be out of the office Monday July 13 to Wednesday July 15. For assistance please contact:
Evette D'Cunha @ 905-428-5826 or
Kim Kong @ 905-428-5846

LINDSAB 07/14/2009 03:24:45 PM E-Mail To Evette D'Chuna

FYI. Since Crystal is out. Here is my MCO and invoice request.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LINDSAB	07/14/2009 04:15:46 PM	E-Mail To BTC				
LOADING						
Loading site						
Auffenberg Volkswagen						
Address						
1708 New Car Drive Suite						
City						
OFallon State						
Illinois Zip code						
62269						
Contact						
Email						
Phone number						
Second Phone number						
Loading date from						
7/15/2009 Time from						
Loading date to						
7/17/2009 Time to						
DESTINATION						
Destination site						
Concours Volkswagen						
Address						
1400 West Silver Spring Drive Suite						
City						
Milwaukee State						
Wisconsin Zip code						

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>
53209						
Contact						
Email						
Phone number						
Second Phone number						

LINDSAB 07/14/2009 04:17:00 PM E-Mail From Dolores Jackson

Process complete.

Dolores Jackson
Distribution Support Specialist
Volkswagen Distribution Support Helpdesk
3499 West Hamlin Rd.
Rochester Hills, MI 48309
877-299-0505
dolores.jackson@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>
LINDSAB	07/15/2009 08:19:31 AM	E-Mail From Select 1 Transport				
Order Details: File #: VW-38673W						
Carriers: Select 1 Transport						
Tradeshaw:						
Equipment: Hardside or Softside Enclosed						
Exclusive use: No						
Soft tie down: yes						
Requested by: Brian Lindsay						
Phone: 248-754-3678						
Fax: 248-754-6504						
Dept/Department: Mediation / Arbitration ()						
Account #: 8150000 ()						

Loading site: Auffenberg Volkswagen						
Contact: Preston Foehrkalb (sales manager)						
Address: 1708 New Car Drive						
City: OFallon						
State: Illinois						
Zip: 62269						
Phone: 618-622-4500						
Date From: 7/15/2009						
Time From: 11:00 am						
Date To: 7/17/2009						
Time To: 11:00 am						
Destination site: Concours Volkswagen						
Contact: Aaron Bries (sales department)						
Address: 1400 West Silver Spring Drive						
City: Milwaukee						
State: Wisconsin						
Zip: 53209						
Phone: 414-290-1400						
Date From: 7/20/2009						

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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Time From: 1:00 pm
Date To: 7/22/2009
Time To: 1:00 pm

Number of vehicles: 1
Special instructions:

Autos Year Make Model Color VIN
2009 Volkswagen JettaSportWagen Salsa Red/Beige 3VWTM71K59M [REDACTED]

The bid by carrier Select 1 Transport for order number VW-38673W has been accepted. To view details of this order, please log on to our website: <http://www.btcinc.com> This is an automated message. Please do not reply.

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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LINDSAB	07/15/2009 09:50:55 AM	E-Mail To Aaron Bries & Paul Freiburg				
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Aaron,

Good morning. I left you a message yesterday stating I secured the replacement vehicle for [REDACTED] from O'Fallon VW.

Below are the specifics on the transportation move from O'Fallon to Concours. The vehicle should be arriving by Monday the 20th if not sooner. I made you the contact person when Select 1 Transport drops off the vehicle. Please make sure nobody at Concours sells this vehicle.

If you have any questions my contact information is below.

Order Details:

File #: VW-38673W

Carriers: Select 1 Transport

Tradeshaw:

Equipment: Hardside or Softside Enclosed

Exclusive use: No

Soft tie down: yes

Requested by: Brian Lindsay

Phone: 248-754-3678

Fax: 248-754-6504

Dept/Department: Mediation / Arbitration ()

Account #: 8150000 ()

Loading site: Auffenberg Volkswagen

Contact: Preston Foehrkalb (sales manager)

Address: 1708 New Car Drive

City: O'Fallon

State: Illinois

Zip: 62269

Phone: 618-622-4500

Date From: 7/15/2009

Time From: 11:00 am

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>
Date To: 7/17/2009 Time To: 11:00 am Destination site: Concours Volkswagen Contact: Aaron Bries (sales department) Address: 1400 West Silver Spring Drive City: Milwaukee State: Wisconsin Zip: 53209 Phone: 414-290-1400 Date From: 7/20/2009 Time From: 1:00 pm Date To: 7/22/2009 Time To: 1:00 pm ----- Number of vehicles: 1 Special instructions: Autos Year Make Model Color VIN 2009 Volkswagen JettaSportWagen Salsa Red/Beige 3VWTM71K59M [REDACTED] ----- Brian Lindsay Process & Quality Analyst Customer Care, Processes & Technology VOLKSWAGEN Group of America, Inc. 3499 West Hamlin Road Mail Code 2 West Rochester Hills, MI 48309 Phone: 248 754 3678 Fax: 248 754 6504						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LINDSAB	07/15/2009 01:16:50 PM	E-Mail From Aaron Bries		402605		
	Awesome. I'll get it ready as soon as it shows up. Thanks for all your help.					
	-Aaron					
CARDONN	07/17/2009 03:09:33 PM	Attached Mail From Kim Kong				
	Recd Invoice and MCO.					
CARDONN	07/17/2009 03:10:20 PM	Assigned To KORTHA				
	FOM is Paul Freiburger, FI is VCI Leasing and nonconformity due to mechatronics unit replacement, a turbocharger & camshaft adjuster control valve replacement/ Time out is service. Vehicle will be arriving at 402605.					

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

09/23/2009

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

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LINDSAB	07/20/2009 08:15:38 AM	E-Mail For Aaron Bries		402605		
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Aaron,

Good morning. Let me know when this one shows up. It's due to arrive today.

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

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

Phone: 248 754 3678
Fax: 248 754 6504

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KORTHA	07/20/2009 10:05:02 AM	Approved By AK
REQ TB CHECK FOR BRANDING OF TITLE.		

KORTHA	07/20/2009 10:05:19 AM	Note To AK
PAPERWORK READY / WAITING DEALERSHIP CONFIRMATION ON DELIVERY.		

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LINDSAB	07/21/2009 10:05:26 AM	E-Mail From Aaron Bries		402605		
Hey Brian, still haven't received the car. I'll let you know when it shows up.						
LINDSAB	07/21/2009 10:08:34 AM	E-Mail To Mikel Hollinger				
Mikel,						
Good morning. Could you give me an ETA on when this move will be completed?						
Thanks!						
Brian Lindsay Process & Quality Analyst Customer Care, Processes & Technology VOLKSWAGEN Group of America, Inc. 3499 West Hamlin Road Mail Code 2 West Rochester Hills, MI 48309						
Phone: 248 754 3678 Fax: 248 754 6504						

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09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
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LINDSAB	07/21/2009 10:10:34 AM	E-Mail To Aaron Bries		402605		
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Aaron,

Good morning. Be on the lookout. The vehicle should be arriving today.

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

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

Phone: 248 754 3678
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09/23/2009

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LINDSAB	07/21/2009 12:44:47 PM	E-Mail From Mikel Hollinger/BTC				
---------	------------------------	---------------------------------	--	--	--	--

Hi Brian,

The Carrier just got back to me, and this vehicle is due to deliver tomorrow prior to 1pm. They are having the driver make a pre-call to the delivery contact shortly. Please let me know if you need any further information.

Thank you - Mikel

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

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
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LINDSAB	07/21/2009 12:52:30 PM	E-Mail To Aaron Bries		402605		
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Aaron,

Just found out it's supposed to arrive tomorrow prior to 1:00 pm. Will you be in tomorrow?

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

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

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LINDSAB	07/21/2009 12:59:04 PM	E-Mail From Aaron Bries		402605		
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No, I won't be here tomorrow. Our Service Manager knows to get it re-checked and set up as soon as it arrives. I'll let the customer know what's up and try to schedule a Thursday delivery. Thanks for the update.

-Aaron

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

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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LINDSAB	07/21/2009 01:01:23 PM	E-Mail To Aaron Bries		402605		
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Aaron,

Please don't schedule anything for Thursday! We have legal paperwork that the customer needs to sign and we contact the customer to set up the deal. It may be later in the week depending on the area rep's schedule.

Is the service manager still Steve Halverson?

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

VOLKSWAGEN Group of America, Inc.
3499 West Hamlin Road
Mail Code 2 West
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09/23/2009

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LINDSAB	07/21/2009 01:09:42 PM	E-Mail To Mikel Hollinger/BTC				
Mikel,						
The contact Aaron Bries will not be at Concours tomorrow. Please have the driver ask for Steven Halverson service manager at Concours upon delivery.						
Brian Lindsay Process & Quality Analyst Customer Care, Processes & Technology VOLKSWAGEN Group of America, Inc. 3499 West Hamlin Road Mail Code 2 West Rochester Hills, MI 48309						
Phone: 248 754 3678 Fax: 248 754 6504						

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, copying or alteration of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system immediately and notify the sender by reply e-mail, fax or by calling the phone number listed on the message. We will then be able to correct our records. We appreciate your cooperation and thank you for your assistance. Volkswagen Group of America, Inc.						
LINDSAB	07/21/2009 01:19:59 PM	E-Mail From Mikel Hollinger				
We'll Do Thank you Brian.						
LINDSAB	07/21/2009 01:22:28 PM	E-Mail From Aaron Bries		402605		
Yep, still Steve, his number is (414)290-1736 if you need to contact him. Let me know when it's ok to deliver the car.						
-Aaron						

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

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KORTHA	07/21/2009 01:33:33 PM	E-Mail To Aaron B / FOM / SM & Ana				
<p>Hello Aaron, CC Brian Lindsay / FOM / SM RE: 3VWRJ71K78M [REDACTED] Repl Vin: 3VWTM71K59M [REDACTED] I've set up and sent out the paperwork for [REDACTED] Replacement vehicle. Brian said the new vehicle will be to the dealership tomorrow Afternoon (by 1). Once paperwork rec'd and vehicle PDI'd and ready for customer delivery please contact [REDACTED] to come in and sign the required paperwork. *If you have any questions please call or email me between 7-3:30 EST. I will contact [REDACTED] next and let her know to expect a call once the vehicle is ready for delivery and go over the closing procedures and any questions she may have..</p> <p>Best Regards, Alicia M. Korth</p>						
KORTHA	07/21/2009 01:36:08 PM	Closing Package (M/A Only) To Aaron 402605				
SON Closing doc's to Sales Mgr Aaron Bries						
KORTHA	07/21/2009 01:51:23 PM	E-Mail To [REDACTED]				
<p>Hello [REDACTED] RE: Replacement Vehicle: 3VWTM71K59M [REDACTED] I'm assisting Brian with setting up the paperwork for your vehicle replacement and Brian has advised me that your new vehicle should be arriving in the next few days to Concours. Once the vehicle has been inspected and prepped for customer delivery Aaron Bries will contact you to come in and complete the exchange. You will want to bring your old vehicle cleaned and ready for inspection (per the offer letter terms), Vehicle Title, proof of current registration, all keys, manuals and any other standard equipment to the Service Department and Ask for Aaron Bries (in Sales). Aaron will inspect the vehicle, have you sign some substitution forms and then his office title clerk will assist in registering your new vehicle exactly as the original (they will likely require your signature also). Please let Aaron know of any current mechanical concerns with the vehicle you are turning in.</p> <p>*If you have any questions I'm here M-F 7a-3:30p EST and can be reached at this email or (248)754-3416.</p> <p>Best Regards,</p>						

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09/23/2009

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LINDSAB	07/22/2009 02:17:09 PM	E-Mail From Mikel Hollinger				
Hi Brian,						
Yes this vehicle was delivered this morning.						
Thank You - Mikel						
LINDSAB	07/22/2009 02:43:17 PM	E-Mail To Alicia Korth				
[REDACTED] vehicle has arrived!						
FERGUSH	07/23/2009 01:11:39 PM	Assigned To KORTHA				
Check # [REDACTED] for amount \$73.50 received.						
Forwarded check to advocate for handling.						
KORTHA	07/24/2009 07:37:59 AM	E-Mail From Aaron Bries		402605		
Hi Alicia,						
[REDACTED] just took delivery of her replacement vehicle. Since she is in a lease she doesn't hold the title, VCI does. I'll get everything put together and faxed then Fed Ex'd asap. Thanks for your help.						
Sincerely,						
Aaron Bries						
VW Sales Manager						
KORTHA	07/24/2009 07:40:10 AM	Vehicle To 7/23/09 @ 10,113				
Fax of closing docs: ACF, VCR, CNC, FINAL RO, DLR FEES, POA & SOC						

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KORTHA	07/24/2009 12:43:38 PM	E-Mail To Repl Into svc.				
	Please put 3VW7M71K59M [REDACTED] into service on 7/23/09 for: [REDACTED] Milwaukee, WI [REDACTED]					
	Thanks,					
	Alicia M. Korth					
KORTHA	07/24/2009 03:44:18 PM	E-Mail To SOC TO VCI				
	SOC TO VCI					
KORTHA	07/24/2009 03:44:49 PM	Vehicle To 7/24/09 - AK				
	ACF TO AUCTION					
KORTHA	07/27/2009 10:42:13 AM	E-Mail From VCI				
	Alicia,					
	We received your request. We have queued out the title to you. Thank You!					
	Regards,					
	Titles					
KORTHA	07/29/2009 09:53:12 AM	Note To Tracking # Return Pkg				
	Tracking no.: 941868148490 No action shown					

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KORTHA	07/29/2009 09:57:01 AM	E-Mail To Aaron B.		402605		
<p>Hi Aaron, Just checking in on the return of the paperwork for the [REDACTED] replacement.? Thanks,</p> <p>~Alicia Korth (248)754-3416 VWGoA - Med/Arb</p>						
KORTHA	07/29/2009 11:27:24 AM	E-Mail With Aaron B.		402605		
<p>Sorry only sent half the message. Fat fingers on a little blackberry. Anyway, I called in & the new receptionist didn't have it picked up. Our Business Development Manager will get it picked up asap. Sorry for the delay.</p> <p>-Aaron From: Korth, Alicia <extern.alicia.korth@vw.com> Date: 7/29/2009 9:39 AM To: Aaron Bries <abries@concoursmotors.com> Subject: RE: [REDACTED] Aaron, Hmmm...yeah should have been here by now~can you maybe check w/the office ~fed ex shows no activity on the tracking #. I've had a situation before were they tossed it in the fed ex thing and the envelope fell behind the bin and sat there... Fed Ex Tracking no.: 941868148490 if you used the provided envelope.. Thanks again for all your help! ~Alicia Korth VWGoA - Med/Arb -----Original Message----- From: Aaron Bries [mailto:abries@concoursmotors.com] Sent: Wednesday, July 29, 2009 10:27 AM To: Korth, Alicia Subject: RE: [REDACTED] Fed Ex'd it same day I faxed everything to you. Would think it should arrive today..... Powered by Intellisync</p>						

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KORTHA	07/29/2009 12:15:34 PM	Attached Mail From VCI				TITLE REC'D
KORTHA	07/29/2009 01:30:43 PM	Mail To WI DMV				SON TITLE FOR BRANDING.
KORTHA	07/31/2009 12:05:28 PM	Attached Mail From Aaron Bries				BBRP STATING VEH REPAIRED, ACF, VCR, CNC, AP FOR TITLE, SOC, IL POA
KORTHA	07/31/2009 12:18:48 PM	E-Mail To Paul F & Brian Lindsay				Hey Paul & Brian, Need approval on the fees charged by Concours. [REDACTED] Replacement Reg 69.50-ok Fuel (\$20 max with receipt) ~ BILLED \$50.25 *No receipt rec'd Other ~Clean up BILLED \$42 ~ (We have a \$20 cap on cleaning fees usually) Other~ Recheck Setup fee \$ 140.00 (Not usually paid/covered) Let me know! (*bill attached) ~Alicia Korth VWGoA - Med/Arb
KORTHA	08/03/2009 07:41:06 AM	E-Mail For Paul F.		402605		I do not have a problem with these charges except for the re-check set up. If a PDI was done this should have not been necessary. I will cover that with them to determine if that was reasonable or not. Paul Freiburger Volkswagen of America Fixed Operations Manager Central Region - Area 41 (920) 238-7398 Cell (920) 926-1605 Fax

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KORTHA	08/11/2009 12:26:47 PM	Attached Mail From State of WI				
	BRANDED TITLE REC'D					
KORTHA	08/11/2009 01:09:07 PM	Assigned To LINDSAB				
	FWD DISCLOSURE FOR REVIEW. (NO SALES TAX RECOVERY OK TO CLOSE)					
LINDSAB	08/11/2009 01:23:35 PM	Disclosure (M/A Only) To VCI				
ARMITAR	08/13/2009 12:21:33 PM	Note To CCC				
	Scanned file w/disclosure in doc center.					

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CUSTOMER COMMENT DETAIL REPORT
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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T						
	090170019	Customer Relations	3VWRJ71K18M	13,000		
CALDWEM	07/09/2009 03:40:37 PM	Call From				Complaint 409416 Pr. Part: 3885-Mechatronics Pr. Rsn: 78G Complaint about Product
Customer states: Subsequent Owner; not a CPO vehicle; Customer purchased the vehicle; This customer/family has owned 3 vehicle(s); (vehicle payments-\$348.00) maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; has a service contract; Transmission; Customer is seeking/expecting a replacement vehicle; working with Jim; this customer perceives this to be a premature failure; Customer states he purchased vehicle with 11,000 miles from Dealer 409416 as a demo, upon purchase there was an emission leak. Customer stated that he received the recall notice for the transmission, the part has been ordered and vehicle has been at Dealer for 8 days, he has a rental. CO advised can understand his concerns; this is not the experience we want for the Customer, our main goal is to ensure the vehicle is repaired and operating as design, work within the terms of the warranty. CO advised we can look into the request with no guarantees we can replace the vehicle. CO advised would escalate to a RCM to follow up with Customer by COB FRI 7-10-09 on the cell CO assigns to the RCM.						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
CALDWEM	07/09/2009 03:54:49 PM	Assigned To SOR				Complaint 409416 Part: 3885-Mechatronics Rsn: 74K S4 - DSG Transmission
Loyal Customer seeking to have the demo vehicle replaced for another vehicle due to this will be the second repair on the vehicle since purchased, the vehicle was purchased with a emission leak, currently waiting for the S4 recall part. Customer cell phone RCM contacts Dealer 409416						
ISTIFOV	07/09/2009 04:23:35 PM	Assigned To ISTIFOV				
Assigned.						
ISTIFOV	07/10/2009 09:17:15 AM	Voice Mail For Pete D'Alessandro		409416		
RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.						

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

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ISTIFOV	07/10/2009 11:00:30 AM	Return Call From Pete D'Alessandro	409416			Service Manager advised the vehicle was originally down for two weeks for S4 campaign and while the vehicle was down, the transmission was found to be jerking and dealer 409416 has confirmed that the mechatronics unit is needed and was ordered today which will take at least six more weeks to arrive. Service Manager advised that the customer has expressed to Service Manager that the customer no longer wants the vehicle because of these two concerns and so the Service Manager will discuss with the General Manager regarding customer's request and see if dealer 409416 will trade customer out of this vehicle. Service Manager advised he will keep RCM posted. RCM to call customer and advise that VW will not be able to make a decision on his request at this time until the part arrives at dealer 409416. RCM to call customer.
ISTIFOV	07/10/2009 02:03:20 PM	Call To [REDACTED]				RCM advised was calling in regards to his file. Customer states that he purchased the vehicle from dealer 409416 with 10,000 miles on it and it was down for axle repairs as well as for transmission concerns. Customer states that he has stated to dealer 409416 that he does not want this vehicle anymore and is not sure if dealer 409416 or VWoA is responsible to take the vehicle back. Customer states that dealer 409416 knew the vehicle had concerns while selling him the vehicle. RCM apologized for vehicle concerns and advised that VW may look into options for customer once the part arrives which may take up to six weeks however, for immediate resolution customer will need to work with dealer 409416 regarding replacing the vehicle. Customer acknowledged and stated he will work with dealer 409416 for now. RCM advised to please contact CCC with any further questions or concerns. No further action.
PEONJU	07/14/2009 01:39:12 PM	Call From [REDACTED]				Customer states: traded vehicle in and Customer now has a new car; lost his down payment and has negative equity that was rolled to new car. Customer seeking to speak with RCM about situation and possible compensation. CA to transfer to RCM.
PEONJU	07/14/2009 01:42:58 PM	Transfer To ISTIFOV				CA transfered call to RCM live; RCM to follow up.

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ISTIFOV	07/14/2009 01:53:22 PM	Call From				
Customer states that since dealer 409416 confirmed over the weekend that it would be at least a six week wait for the part, customer has traded the vehicle in to dealer 409416 for another Jetta however, lost a lot of money for the trade and as well as his down payment money. Customer states that he is seeking to know if he may get his down payment money returned to him. RCM advised that VW is unable to offer refund for customer for down payment as that is a sales concern. Customer states he was without his vehicle for three weeks and would like to know if he can be credited his previous vehicle payment of \$348.00 as now his new vehicle payment is for \$400+ dollars. RCM advised as a onetime Goodwill gesture, VW will offer customer one month vehicle payment in light of vehicle concerns as well as customer has returned to VW. RCM advised to fax a copy of vehicle payment to RCM for reimbursement. RCM provided main fax number. No further action pending customer fax.						
CAMILOM	07/20/2009 03:17:47 PM	FAX From				
Fax in doc center.						
ISTIFOV	07/21/2009 08:15:06 AM	FAX For				
Received VCI payment stub from customer. VW to credit customer one month vehicle payment due to downtime on vehicle. Total payment is \$348.86. RCM to generate check.						
ISTIFOV	07/21/2009 08:19:13 AM	Note To CCC				
860197574 - 3VWRJ71K18M; One month vehicle credit due to downtime. Total credit is \$348.86. Wait for check.						
CR_BATCH	07/25/2009 04:00:36 AM	Note To ISTIFOV				
Check # for amount \$ 348.86 mailed on 07/24/2009						
HOWARDB	07/29/2009 01:04:00 PM	Return Call From				
Customer called seeking an update on his file. CA advised the Customer that a vehicle payment was mailed to VCI in the amount of \$348.86. CA advised the Customer that he would continue to make his payments as scheduled. RCM to review, and close case.						
ISTIFOV	07/29/2009 01:51:09 PM	Note To CCC				
No further action.						

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2008 Jetta A5 2.0T						
██████████	090171051	Customer Relations	3VWRJ71K38M██████████	11,000		Complaint 425152
STATONJ	07/10/2009 08:08:51 PM	Call From ██████████				Pr. Part: 3511-Mechatronic Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate
Customer states: is a loyal VW owner; purchased a 1999 Jetta and drove it for 150,000 miles; sold it last year to buy current vehicle; purchased new; since purchase has noticed a jerking when shifting from park to drive or reverse; jerk is hard enough to cause whiplash; took to Dealer 425152 for diagnosis some months ago; Dealer did experience the concern; took back this morning; demonstrated concern to Dealer; Dealer has advised that a transmission component needs to be replaced; part will take 2 weeks or so to arrive; has rental vehicle provided by Dealer; contacted VSM; VSM advised Customer to call CARE; not satisfied with experience. Customer seeking to file a complaint. CO advised: will document her concern; Dealer will repair vehicle and return to Customer in correct working condition. Customer asks what will happen if Dealer is unable to repair. CO advised: has never experienced a Dealer not being able to repair a vehicle. Customer states: is not satisfied with experience. CO advised: would like to assign case to RCM to review repair with Dealer. Customer states: that would be good. CO advised: RCM will call Customer back by EOB 07/13/09. CO to escalate to RCM.						Complaint 425152 Rsn: 69C Dealer Referred Customer to CARE
STATONJ	07/10/2009 08:14:31 PM	Assigned To RCM				
Customer unsatisfied with experience. Please review repair status with Dealer 425152; Please call Customer back by EOB 07/13/09 at ██████████ any time.						
BALDWIA	07/13/2009 09:21:35 AM	Assigned To BALDWIA				

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BALDWIA	07/13/2009 09:46:51 AM	E-Mail To Gary Harriss		425152		
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***** Email to garyh@archervwservice.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 Jetta

VIN: 3VWRJ71K38M [REDACTED]

Reason for Inquiry:

[REDACTED] states the vehicle was taken into your dealer on a couple of occasions for transmission jerking concern. She states that the vehicle is now at your dealer and the part that is needed is going to take 2 weeks to receive.

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.

[REDACTED]

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

Wait dealer email.

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BALDWIA	07/13/2009 02:01:31 PM	E-Mail From Tom White		425152		
Hello Aaron, This is Tom White responding for Gary Harriss. [REDACTED] vehicle needs to have the Mechatronics unit replaced in the transmission per the Technician's Helpline. Unfortunately all Mechatronics units have to be red ordered and take some time for us to obtain. Possibly 2 weeks. Just as soon as the parts are here we can get it finished up for her. Regards, Tom White Archer Volkswagen 425152 RCM to call customer.						
BALDWIA	07/13/2009 03:31:52 PM	Voice Mail To [REDACTED]				
RCM advised calling regarding customer concern; provided 800 number and reference number. RCM will advise the part the vehicle needs is a vehicle specific part and is built and shipped after it is ordered because it is built according to the VIN of the vehicle and can only work in that vehicle; can take up to 6-8 weeks for manufacturer and delivery. Wait customer call.						
BAKERCR	07/13/2009 03:48:46 PM	Return Call From [REDACTED]				
Customer called seeking update on case; CA reviewed Case; offered to transfer customer to RCM; advised if RCM is not available customer would receive voice mail. Customer acknowledged; CA to transfer to RCM						
BAKERCR	07/13/2009 03:53:19 PM	Transfer To BALDWIA				
customer seeking update on case; RCM to call customer.						
BALDWIA	07/13/2009 05:51:20 PM	Voice Mail From [REDACTED]				
Customer states returning RCM call for an update. RCM to call customer.						

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BALDWIA	07/13/2009 05:53:37 PM	Call To [REDACTED]				RCM advised have confirmed with dealer the part needed; part is built specifically for customer's vehicle and because of that can take up to 6-8 weeks to arrive however just because it can take that long doesn't mean that it will. Customer states she would like a different vehicle; this was a concern that was going on from the beginning but dealer could not duplicate the concern; Customer doesn't want to drive this car anymore. RCM advised can look into customer concern further but we may not meet that expectation as the warranty is provided to address manufacturer shortcomings; RCM will call customer with another update no later than COB on Wednesday 7-15-09. RCM to contact FOM.
BALDWIA	07/15/2009 10:53:12 AM	Call To Garry Harriss		425152		RCM advised customer seeking for VW to take the vehicle back; RCM is seeking repair history and when the part was ordered. SM advised Customer has only had 10K maintenance and part was ordered 7-13-09. RCM to research.
BALDWIA	07/15/2009 04:13:00 PM	Call To [REDACTED]				RCM advised at this time we would not be able to just take the vehicle back as we do not have a program to do so; we are confident the concern will be addressed by the part we are waiting on and understand that it is inconvenient to be without customer's vehicle for the few weeks to get the part. Customer states especially a car that she is paying for. RCM advised that we will offer customer 1 month's vehicle payment as a Goodwill gesture due to the time without vehicle; provided fax number and reference number; customer should continue to make vehicle payment as scheduled as it can take some time to post to customer account; RCM will continue to follow up with the dealer for update and will call customer no later than COB on Monday 7-20 with an update of some kind. RCM to research.
BALDWIA	07/20/2009 12:33:00 PM	Call To Richard- Assistant PM		425152		RCM advised seeking to know if Dealer has an ETA. Assistant Service Manager advised the information he has is that it is expected in early August with an ETA of 8-7-09. RCM to call customer.
BALDWIA	07/20/2009 03:09:31 PM	Voice Mail To [REDACTED]				RCM advised RCM has been advised the ETA for the part is Early August with a date of August 7; RCM will continue to follow up on the part's status until the part arrives; will call customer no later than COB on August 7th. RCM to follow up with dealer.
BALDWIA	07/24/2009 10:37:05 AM	Call To Peter		425152		RCM advised seeking to speak to Service Manager. Service Advisor advised Service Manager is working with a Customer. RCM LMTRMC. Wait dealer call.

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BALDWIA	08/06/2009 10:15:52 AM	Call To Gary Harriss		425152		RCM asked if there was an update regarding customer part concern. Service Manager advised the part had come in on 7-29-09 and the vehicle has been repaired. RCM to call customer.
BALDWIA	08/06/2009 10:49:44 AM	Voice Mail To [REDACTED]				RCM advised Dealer advised the part arrived, the vehicle was repaired and returned to customer; advised for customer to fax monthly statement for vehicle payment to CCC; provided fax number, reference number and advised to continue making payment as scheduled as the credit can take some time to process and post. No further action pending customer call/fax.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T						
██████████	090171172	Customer Relations	3VWRJ71K48M██████████	20,000		Complaint 403083 Pr. Rsn: 75G Complaint about Offer
FOXK1	07/13/2009 10:07:17 AM	Mail To Todd Krause ██████████ noted his vehicle as been at Thelen Volkswagen in need of a transmission clutch pack that is coming from Germany in six weeks. He is in a less then desirable Ford for alternate transportation and he has been offered a vehicle payment. ██████████ feels this is not acceptable compensation for his inconvenience.				Complaint 403083 Part: 3511-Mechatronic Rsn: 91G Part Availability
FOXK1	07/13/2009 10:33:10 AM	Voice Mail To Joe		403083		
LMTRMC. ES call customer.						
FOXK1	07/13/2009 10:42:44 AM	Call To ██████████ ES advised of apology for his vehicle concerns and the downtime, compensation is not assumed and not a provision of the warranty, but we are sorry for the concern and it sounds like the dealer is doing a good job in trying to make up for this, we will seek an ETA and follow up with him later today or tomorrow, we can also see about getting him into different transportation. Customer advised it has been very frustrating, he drives for work, and is use to his vehicle, being able to put the rear seat down for his bike, etc, but at this point he has become accustomed to it, would just like a more firm date of arrival. ES research.				
FOXK1	07/13/2009 11:13:18 AM	E-Mail From Todd Leader forwarded information with ETA, customer's part is expected late July, 7/31. ES wait dealer call.				
FOXK1	07/14/2009 10:42:23 AM	Voice Mail From Joe		403083		
Dealer LVMM yesterday, RO was opened 6/30, FOM involved, part number O2E325025AB7D7, to call him if needed. ES call customer.						
FOXK1	07/14/2009 10:47:41 AM	Voice Mail To ██████████ ES advised ETA if for the end of this month, will set a follow up date for 7/31, to call if there are any questions or concerns. ES set follow up date.				
SHORTK	07/16/2009 09:42:29 AM	Call From ██████████ Customer states seeking to speak with ES. CA to contact ES.				

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SHORTK	07/16/2009 09:42:57 AM	Call To Katie				CA attempted to contact ES. CA to return to customer.
SHORTK	07/16/2009 09:43:31 AM	Return To [REDACTED]				Customer seeking ES to return his call. ES to follow up with customer.
FOXK1	07/16/2009 10:46:19 AM	Call From Jason				PZM noted he was at 403083 and was seeking an update. ES advised of the ETA at the end of the month, that we noted the goodwill the dealer has offered as compensation is not assumed, is not a provision of warranty, but our way to try and make this better. ES call customer.
FOXK1	07/16/2009 01:33:39 PM	Call To [REDACTED]				Customer seeking if the issue is our not paying X amount of dollars to expedite the parts. ES advised that is not the issue, these parts take extra time for building and require coding in Germany, his order is automatically placed on the highest priority of shipping as he is in warranty and waiting. Customer understood. No further action.
FOXK1	07/31/2009 03:07:27 PM	Call To Joe		403083		Dealer advised the part has not arrived, he will be on vacation next week to ask for Shannon. ES call customer.
FOXK1	07/31/2009 03:13:10 PM	Call To [REDACTED]				Customer advised he got his car back today and he is very pleased to make a note. ES advised where are pleased to hear this and we appreciate his patience. No further action.
FOXK1	07/31/2009 03:14:02 PM	Note To CCC				We contacted the field and he dealer. We contacted [REDACTED] to apologize for the concerns. We noted the dealers offer to cover a vehicle payment and that he is in alternate transportation. [REDACTED] acknowledged this but did not feel the payment and rental were adequate but would keep it at this point. We contacted [REDACTED] today, after 31 days of being without his vehicle, and he is very pleased to have his vehicle back. We thanked him for his patience.

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2008 Jetta A5 2.0T						
	090171583	Customer Relations	3VWRJ71K28M	20,000		Complaint 403060 Pr. Part: 3885-Mechatronics Pr. Rsn: 82E Parts Delay
GIROUXS	07/13/2009 02:38:54 PM	Call From				Complaint 403060 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 82E Parts Delay
Customer states: referenced case number 809103980; vehicle has been at dealer for 6 weeks, and still the mechatronics unit has not come in; seeking to get resolution. CO advised: that is a componant that can take 6-8 weeks for arrival, and dealer will get most up to date information regarding when that part is coming in. Customer states: dealer advised it would be in on July 9th, but then VW changed it, and now dealer doesn't know; thinks Volkswagen should call dealer then. CO advised: will assign to a RCM to verify if there is a ETA for part and RCM will follow up with customer no later that EOB tomorrow; seeking to verify best number and time to contact. Customer states: cell phone anytime is fine. CO acknowledged. CO to assign to RCM.						
GIROUXS	07/13/2009 02:42:38 PM	Assigned To ccc				
Please determine if there is any update on the mechatronics unit for vehicle. Customer very dissatisfied. Customer seeking call on cell phone by COB tomorrow. RCM to contact dealer.						
CAMPOSA	07/13/2009 03:09:58 PM	Assigned To CAMPOSA				
CAMPOSA	07/13/2009 03:25:49 PM	Call To Don		403060		
Service Manager advised: vehicle has been at Dealer since 6/10; already qualifies for a vehicle payment; ETA is July 20. RCM to call customer.						
CAMPOSA	07/14/2009 01:43:06 PM	Voice Mail To				
RCM LVMM. RCM advised customer: part's ETA is July 20th; RCM will follow up with customer by COB July 20th. RCM to call Dealer.						
AUSTINS	07/14/2009 02:51:32 PM	Call From				
Customer states: he would like to speak to RCM. CA advised: the part's ETA is July 20th; RCM will follow up with customer by COB July 20th. Customer states: he is not happy about this. CA advised: will attempt to locate RCM. CA to call RCM.						
AUSTINS	07/14/2009 02:54:24 PM	Note To CCC				
RCM is away from her desk. CA to return to Customer.						

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AUSTINS	07/14/2009 02:55:03 PM	Return To	██████████			CA advised: RCM is currently away from her desk or assisting another Customer; CA can offer RCM voicemail. Customer states: he would like a voicemail. CA to transfer Customer to RCM Voicemail.
AUSTINS	07/14/2009 02:55:22 PM	Transfer To Ann - Voicemail				CA transferred Customer to RCM voicemail. RCM to call Customer.
CAMPOSA	07/14/2009 02:58:56 PM	Voice Mail From	██████████			Customer LVMM. Customer advised: vehicle has been down for almost two months now; original ETA was July 9th; seeking RCM to call back. RCM to call customer.
CAMPOSA	07/14/2009 05:38:04 PM	Call To	██████████			Customer advised: got RCM's message; wants to know who in the organization he can speak to so that his component can be expedited. RCM advised: vehicle part is VIN specific; coming from Germany; cannot expedite; it is a top priority; there is no one RCM can refer customer to within the organization; RCM will follow up with customer by COB Monday 7/20. RCM to call Dealer.
CAMPOSA	07/17/2009 02:32:51 PM	E-Mail To Trent Hauschild				VIN: 3VWRJ71K28M ██████████ Model/Model Year: 2008 Jetta In-service Date: 4/11/2008 Mileage: 20k miles What is the concern: Customer is waiting on mechatronics unit. As of today, customer has been waiting 38 days. What is the customer seeking: Customer contacted VW Customer CARE on 7/13/09 to expedite the component. Customer has not asked for anything yet. Customer advised they are VERY dissatisfied with the wait. Next steps/CARE action: RCM will continue to follow up with Dealer. ETA this morning was end of July? RCM to call Dealer.

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CAMPOSA	07/20/2009 08:34:10 AM	E-Mail From Pete Georgievski				Yes I think this is the one at 403060 and the SM knows we will offer a lease payment and pending on when the car is repaired we may offer two payments. RCM to call Dealer.
CAMPOSA	07/20/2009 04:34:05 PM	Call To [REDACTED]				RCM advised customer: would like to compensate customer with a vehicle payment right now; and will follow up with additional compensation once the vehicle is repaired; seeking vehicle payment coupon sent to RCM; provided fax (6504); RCM will follow up with customer by COB Monday 8/10. Customer advised: absolutely unacceptable; wants to speak with someone higher regarding his concern. RCM advised: RCM can assure customer that everyone in VW is well aware of customer's component; VW is doing everything we can to attempt to get this vehicle part in; customer has every right to be upset; there is no one else customer can speak with that will be able to expedite the part any more than it is already being expedited. RCM to call Dealer.
MARASHS	07/21/2009 08:59:19 AM	FAX From [REDACTED]				Fax in doc center.
CAMPOSA	07/21/2009 09:55:09 AM	Note To CCC				Customer did not provide the statement from VCI. Customer only provided account number and balance due in Fax. RCM to call customer.
CAMPOSA	07/24/2009 09:44:28 AM	Note To CCC				Customer's fax'd information matches the VCI information. No need to call customer. RCM to process check
PRENTIM	07/24/2009 11:54:17 AM	Note To CCC				RC generated EFT to VCI in the amount of \$127.29 for vehicle payment. RCM to continue to wait for part.
CR_BATCH	07/30/2009 04:00:29 AM	Note To PRENTIM				Amount for \$ 127.29 was Posted on 07/29/2009. AP reference number: 40039783
PRENTIM	07/30/2009 07:52:07 AM	Assigned To CAMPOSA				

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CAMPOSA	08/05/2009 06:06:02 PM	Call To Don		403060		Service Manager advised: vehicle repair completed on 7/31; was authorized to provide vehicle payment. RCM advised: customer has been provided with one vehicle payment already; RCM will follow up with customer tomorrow and process an additional payment for customer. RCM to call customer.
CAMPOSA	08/06/2009 05:46:24 PM	Call To [REDACTED]				RCM advised: we were scheduled to follow up with customer on Monday 8/10, but understand that the vehicle was repaired and returned; RCM seeking to know if there are any other concerns with the vehicle. Customer advised no. RCM advised: we would like to apologize again for the long delay in the part's arrival; that was a VW error; we have already processed customer for one vehicle payment; RCM would like to provide customer with a second vehicle payment. Customer accepted. RCM to process check.
CAMPOSA	08/07/2009 08:05:47 AM	Note To CCC				849654529, 3VWRJ71K28M [REDACTED] [REDACTED] second vehicle payment due to lengthy wait for repairs. Total = \$127.29
CR_BATCH	08/12/2009 04:00:27 AM	Note To CAMPOSA				Amount for \$ 127.29 was Posted on 08/11/2009. AP reference number: 40042392

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2008 Jetta A5 2.0T						
	090172852	Customer Relations	3VWRJ71K88M	15,823		
ALEXANLA	07/14/2009 04:13:47 PM	Call From				Complaint 401057 Pr. Part: 3885-Mechatronics Pr. Rsn: 64E Vibration/Noise
Customer states has been having a concern with her vehicle since 3/2009 as the vehicle will lunge and lurch even when accelerating; states on 6/1 Dealer 401057 has ordered parts for the transmission computer in which parts are in Germany; states has been continuing to drive the vehicle however the conditions on the vehicle are getting worse; states dealer has offered to leave vehicle on the lot and place Customer in a rental form Avis; states wants to receive a vehicle that is equal to hers; states at first Avis advised that they can give Customer a Ford SUV that Customer states is like a Jeep and is a Hybrid and Avis has advised that it is good on gas however Customer states that Avis has advised that they cannot give her the vehicle as VW would not cover for that vehicle; states would love it if VW can get dealer to provide one of the 09 Jettas from off of their lot for Customer to drive but is seeking for VW to cover the cost for Customer to have the Hybrid rental from Avis; states was working with Service Manager Patrick at dealer, states has had many VWs being a Karman Ghia, 78 Super Beetle, Passat, and an Audi A4. CO advised Customer that vehicles on the dealer's lot are the property of the dealer and are given out at dealers discretion so VW cannot give out dealer lot vehicles; advised that VW can look into request of covering the cost for the Hybrid rental but cannot make any promises; advised case will be assigned to RCM; seeking to know the best time of day for follow up. Customer states ASAP. CO advised Customer that RCM will research and follow up with Customer as soon as an update is available but by latest COB tomorrow 7/15. Customer acknowledged. CO updated Customer information. CO to assign case to RCM.						Complaint 401057 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
ALEXANLA	07/14/2009 04:29:26 PM	Assigned To RCM				Inquiry 401057 Part: 3885-Mechatronics Rsn: 95J Length of time for repairs
Customer seeking for VW to cover the full cost for the Hybrid Ford SUV rental from Avis; call RCM to research.						
SZYMANT	07/14/2009 04:53:14 PM	Assigned To SZYMANT				
SZYMANT	07/15/2009 03:55:34 PM	Call To Christian		401057		
Service advisor states the service manager just left for the day. Service advisor transferred customer to part manager. RCM to speak to part manager.						
SZYMANT	07/15/2009 04:05:44 PM	Continued Comment From Vincent		401057		
Parts manager states a mechatronics unit has been on order since June 5th; he doesn't think she is in a loaner or rental, although as far as he knows, the service manager offered to put her in a Cadillac, offered to pay a payment, etc. RCM to call customer.						

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SZYMANT	07/15/2009 04:11:47 PM	Call To Ralph		401057		(RCM called dealership back to try to speak to a service advisor who might have more insight). Service advisor states as far as he knows, the customer is saying her car is lurching, etc., but will not accept any rental/loaner expect for a Hybrid SUV; dealer works through Avis and they have one; he's not sure if Service Manager has called other rental agencies; the Service Manager did offer a luxury car and a Jetta but customer hasn't accepted; Service Manager is expected back tomorrow. RCM to call customer to touch base.
SZYMANT	07/15/2009 04:15:29 PM	Call To [REDACTED]				RCM advised customer still looking at the situation; she has owned many VWs over the years; VW ordered her part a month ago; she's been having concerns with it since March; it is a scary lurching; she seeks a rental that is not American (used to German and Swedish vehicles), is non-smoking, and is not tiny; she'd love the experience of a hybrid if possible; a nice Jetta might work too; Peter Daniels at Avis was quite rude and made terrible comments. RCM advised will let the service manager know treatment she received at Avis; can look into transportation situation further; will see if we can get any further information on the part. Customer seeks to know what the part is, and also, if RCM understands her vehicle payments will be taken care of; reiterated she is a long time VW owner. RCM advised part is called a mechatronics unit, which is related to transmission; don't have verification about the vehicle payment, but this may be something dealership was working on; we'll verify that for her; appreciate her loyalty; will update her tomorrow 7/16. RCM to call dealer 401057.
SZYMANT	07/16/2009 02:14:48 PM	Voice Mail To Patrick Collins		401057		RCM LMTRCM; seeking to discuss rental, vehicle payment, and if FOM is involved. RCM to wait dealer 401057 call.
SZYMANT	07/16/2009 03:26:40 PM	Call From Patrick Collins		401057		Service manager states this customer is a therapist; they ordered the part for customer and offered her a Jetta which did not smell smoky. Service manager states the FOM George sent out an e-mail blast saying for these mechatronics customers, offer a vehicle payment and upgraded rental; did not give a price limitation; they have jumped through hoops for this customer; they offered her a Cadillac STS and she said no, they offered her a nice, brand new Impala and she said no; Avis has no hybrid, German, or Swedish cars that are available. RCM seeks to know if they could track down a non-smoking Passat. Service Manager states will check and call RCM back soon. Service Manager states they did offer her a vehicle payment. RCM to wait dealer 401057 call.
SZYMANT	07/16/2009 04:06:12 PM	Call From Patrick		401057		Service manager states checked with Enterprise and Avis again; they do not have any Passats, nor any Swedish or German vehicles under \$110/day; the red Impala, which is new and non-smoking, should be available tomorrow, and they can call customer tomorrow and let her know. RCM forgot to ask question; RCM to call dealer 401057 again.

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SZYMANT	07/16/2009 04:12:56 PM	Call To Patrick		401057		RCM seeks to know if they can obtain a car such as a Honda or Toyota for the customer; something foreign. Service manager states can have service advisor call and check on that tomorrow with owner of Avis; doesn't think anything will be available; other than that, RCM can call Enterprise directly at 781 860 0883; dealership works with them too; both Enterprise and Avis pool their vehicles so can pull from other locations; all the rental companies are very booked up and not much is available due to the summer. Service manager states he will be out tomorrow, so RCM can talk to Ralph, who can also make goodwill decisions. RCM to call Enterprise.
SZYMANT	07/16/2009 04:18:07 PM	Call To Enterprise (Matt)				Enterprise states they don't have any vehicles right now; some Asian vehicles may come back tomorrow, but no way to tell what's coming in. RCM to call customer.
SZYMANT	07/16/2009 04:20:54 PM	Voice Mail To [REDACTED]				RCM LVMM; advised we are still researching the transportation situation; unfortunately it doesn't look like any German or Swedish vehicles can be attained for her; we are currently looking to see if any other foreign vehicles might be available; rental agencies are very booked up due to the summer rush; will update her by COB tomorrow 7/17. RCM to follow up.
SZYMANT	07/17/2009 10:53:59 AM	Call To Ralph		401057		RCM asked if service advisor could call Avis and see if they have a newer, non-smoking vehicle that is not an American car; getting a couple of options will be great. Service advisor states will call RCM back with the information. RCM to wait dealer 401057 call.
SZYMANT	07/17/2009 10:59:08 AM	Return Call From Ralph		401057		Service advisor states Avis can provide a non-smoking 4-door Hyundai Sonata; it's a mid-sized sedan; customer would need to be there before 4 pm and would need to call service advisor to confirm. RCM to call customer.
SZYMANT	07/17/2009 11:10:07 AM	Voice Mail To [REDACTED]				RCM LVMM with customer; advised we have researched; pool of available rental vehicles is not as plentiful due to summer season; understands customer expressed she did not want an American vehicle, needed a non-smoking vehicle, and is specifically interested in a German or Swedish vehicle of a hybrid vehicle. RCM advised what we can do is get her a newer non-smoking Hyundai Sonata; this is a mid-sized 4-door; she would need to pick it up by 4 pm and call Service Advisor Ralph to let him know if/when she's picking it up; as customer is advising her vehicle concerns are getting worse, we would recommend she do take advantage of the rental at this time; customer can also call me with any questions. RCM to call dealer 401057.

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SZYMANT	07/17/2009 11:17:11 AM	Call To Ralph		401057		
	RCM advised left a detailed message for the customer and advised she'd need to call the dealership to accept the rental and rental would need to be picked up by 4 p.m. RCM to wait customer call.					
CALDWEM	07/17/2009 11:50:23 AM	Return Call From [REDACTED]				
	Customer states seeking to speak with RCM, VM offered, CA attempt to contact RCM.					
CALDWEM	07/17/2009 11:51:05 AM	Transfer To SZYMANT				
	CA transfer call to the RCM, RCM continues with Customer.					
SZYMANT	07/17/2009 12:12:36 PM	Continued Comment From [REDACTED]				
	Customer states she isn't able to come to dealership tonight; doesn't know what to do; her children will be in town over the weekend and she won't need to drive her own vehicle. RCM advised if that's the case, can find out what is available Monday and call her Monday morning by about 10 (7/20). RCM advised VW and dealership are trying to accomodate her in terms of vehicle, but rental provision is acutally \$25 a day and main goal is to get customer something to drive. Customer statse will trust RCM to try to book somethign nice for her; it just needs to be very clean, non-smoking, and safe. RCM advised did get a report that the mechatronics unit has a tentative ETA of late July. Customer states that's good. RCM to call dealer 401057.					
SZYMANT	07/17/2009 02:17:43 PM	Call To Ralph		401057		
	RCM advised service advisor customer won't be able to get rental until Monday morning; RCM explained we're doing our best but at this point there will be limited options for rental; will check in with dealership Monday morning to see what's available. Service advisor agreed and advised he may try to get the Hyundai held. RCM to follow up.					
SZYMANT	07/20/2009 09:35:31 AM	Call To Ralph		401057		
	RCM seeks to know what rental is available for customer today; customer needs something nonsmoking, clean, newer, and safe. Service advisor states will call RCM back. RCM to wait dealer 401057 call.					
SZYMANT	07/20/2009 10:00:42 AM	Call From Ralph		401057		
	Service advisor states the Hyundai Sonata is still available; it is non-smoking and low-mileage; can be picked up between 1 and 4 this afternoon. RCM to call customer.					

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SZYMANT	07/20/2009 10:00:52 AM	Call To [REDACTED]				RCM advised customer the Hyundai Sonata is still available; it is non-smoking and low-mileage; can be picked up between 1 and 4 this afternoon. Customer states will call the dealership to confirm. RCM to follow up.
SZYMANT	07/23/2009 01:27:19 PM	Note To ccc				RCM to call customer and refer her to continue to work with the dealership with regard to the part; she can let us know if she needs anything else in the meantime.
SHEARDA	07/24/2009 10:33:36 AM	Call From [REDACTED]				Customer is seeking to speak with the RCM. CA advised that the RCM is out of the office for about a week, however CA could contact one or the other RCM's to offer assistance. CA transferred to RCM.
PABSTM	07/24/2009 10:38:50 AM	Continued Comment With ms [REDACTED]				Customer states that she did get a Subaru, previously, she had declined alternate transportation, she is asking for the 20K, the S2 recall, and the car to be detailed. RCM advised we would be happy to have the car detailed when it's ready for pick up, have the 20K service and will pass this on to the Service Manager at dealer 401057. RCM to email dealer 401057.

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PABSTM	07/24/2009 11:55:17 AM	E-Mail To Patrick Collins	401057			
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***** Email to patc@minutemanvw.com; *****

FYI ONLY: Goodwill Discussion with the Customer

Hello Patrick, - we are helping Terrie out while she is away! Just wanted to update you after my conversation with the customer this morning.

Customer Name: [REDACTED]

VIN: 3VWRJ71K88M [REDACTED]

As a refresher, the customer was seeking the following:

For us to cover the 20K service and detail the car when it is repaired and ready to be returned to you. I don't see any other discussions of good will, other than her recent pick up of the Subaru, which she is happy with. Therefore, I agreed to her request.

Reimbursement Method: This can be put thru as 210 in Saga. Please let me know of any other concerns with her vehicle.

Thank you.

Michele Pabst

Eastern Region Case Manager (areas 12,13,14)

Assisting Therese Szymanski

(248) 754-3324

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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

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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>
CRUSEJ	07/27/2009 12:59:24 PM	Approved By CRUSEJ				
	3VWRJ71K48M [REDACTED] - [REDACTED]	Repurchase. \$3,518.26.				
CRUSEJ	07/27/2009 01:02:35 PM	E-Mail To VCI				
	Please place account in protective status. We have offered to repurchase the customer's vehicle and they have accepted.					
ANGERK	07/30/2009 01:40:29 PM	Assigned To CRUSEJ				
	Check # [REDACTED] for amount \$3,518.26 received. Forwarded check to advocate for handling					
CRUSEJ	07/30/2009 02:06:04 PM	Assigned To KORTHA				
	Sarah Beckman is the FOM. VCI lease. Non-Conformity is mechatronics failure, 30 plus days down. Luther West Side Volkswagen (402408) is the transaction Dealer. Customer gets check for \$3,518.26. Customer represented by self.					
KORTHA	07/30/2009 03:17:03 PM	E-Mail To Sarah Beckman/ John O & M 402408				
	Hi Sarah, CC john.olson@westsidevw.com; marc.carden@westsidevw.com RE: 3VWRJ71K48M [REDACTED] @ 402408 CC John Olson & Marc Carden I have the repurchase paperwork ready to go for [REDACTED] repurchase. Who do I send this paperwork to? Thanks, Alicia M. Korth					
KORTHA	07/31/2009 03:17:04 PM	Voice Mail To Sarah Beckman				
	LMTRMC					
KORTHA	08/03/2009 03:26:46 PM	Call To S. BECKMAN				
	FOM ADVISED SHE CAN DO CLOSING THUR 8/6 10-5 PM					
KORTHA	08/03/2009 03:57:44 PM	Voice Mail To [REDACTED]				
	LMTRMC Seeking Thur btw 10-4					

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KORTHA	08/03/2009 03:58:06 PM	Closing Package (M/A Only) To Sarah				SON Closing doc's to FOM.
KORTHA	08/03/2009 04:03:40 PM	E-Mail To Sarah Beckman 8/6 @ 5pm				eYep, this email you replied to was sent to you on July 29th, Griffin is set for Friday at 1. [REDACTED] just emailed and she can do her Rep @ Luther 402408 Thursday 6th at 5pm. ~Alicia Korth
KORTHA	08/03/2009 04:05:38 PM	E-Mail To [REDACTED]				Hi [REDACTED] Your all set~ 8/6@ 5pm @ Luther Westside Service Dept with Sarah Beckman. Please add this to your calendar. On my way out for the day I'll be here tomorrow 7-3:30 if you have any questions!! Thanks, ~Alicia Korth (248)754-3416
KORTHA	08/04/2009 09:55:48 AM	E-Mail For [REDACTED]				See Sarah at 5.. [REDACTED]

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KORTHA	08/07/2009 08:21:51 AM	E-Mail To Sarah Beckman				
Hey Sarah, RE: [REDACTED] @ Luther West Side VW Did the closing happen yesterday? *Need to payoff [REDACTED] Loan. Thanks, Alicia M. Korth						
KORTHA	08/07/2009 08:24:49 AM	Vehicle To 8/6/09				
KORTHA	08/07/2009 08:25:02 AM	Approved By AK REQ PAYOFF				

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KORTHA	08/07/2009 09:57:04 AM	E-Mail With Sarah Beckman				
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Hi Sarah,

I'm obviously not aware of the whole situation~was the damage the dealers fault then according to her? Even in circumstances when it's the dealers fault the customer needs to address that with them before we proceed with the closing. The offer letter clearly states what is acceptable condition of the vehicle for turn in and if the customer doesn't conform to that then we can take back our offer. She has two options either fix it or pay for it to be fixed!

Keep me posted! *If this is something the dealer won't pay for then we won't pay for it to be repaired unless it's a safety issue / we'll just take the lose at auction.

Hope today goes better for you!

Thanks,

~Alicia Korth

VWGoA - Med/Arb

From: Beckman, Sarah

Sent: Friday, August 07, 2009 9:31 AM

To: Korth, Alicia

Subject: RE: [REDACTED] Close

No, she did not pay for it. There was no one in service to confirm or deny the claim. It was a mess.

Yes, you can pay off the loan since I didn't have choice last night with her. I will get you the documents this morning but I need to talk to the service department to figure out what to do.

From: Korth, Alicia

Sent: Friday, August 07, 2009 9:29 AM

To: Beckman, Sarah

Subject: RE: [REDACTED] Close

Great!

So don't pay it off then? Or did she pay for it?..?

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~Alicia Korth
VWGoA - Med/Arb

From: Beckman, Sarah
Sent: Friday, August 07, 2009 9:28 AM
To: Korth, Alicia
Subject: RE: [REDACTED] Close

Good Morning Alicia,
It did not go well, she had major damage on her vehicle and now I have to sort it out with the dealership. Sarah B

KORTHA 08/12/2009 12:07:12 PM Voice Mail From Sarah Beckman
FOM ADVISED CUSTOMER CLAIMING DEALER DID DAMAGE TO VEH IN JAN 09 / BUT DEALER HAS NO RO FOR WHEN CUSTOMER IS MAKING THIS CLAIM ONLY AN LATER RO WERE THEY NOTE CUSTOMER IS MAKING COMPLAINT OF DAMAGE AND CLAIMING THEY DID IT. FOM ADVISED CUSTOMER VERY HARD TO WORK WITH AND FOM HAD NO ONE TO CALL BECAUSE THE TRANSACTION WAS AFTER HOURS AND SHE JUST COMPLETED CLOSING BECUASE SHE FELT FORCED BY CUSTOMER. FOM ADVISED SHE WILL SPEAK WITH DP REGARDING DAMAGE / REPAIRS.

KORTHA 08/12/2009 12:08:58 PM E-Mail From SARAH B
Hi Alicia,I have a number of pieces of paperwork to send you. Your files should be update or will be shortly for both [REDACTED] and Griffin.

CR_BATCH 08/13/2009 04:00:31 AM Note To KORTHA
Amount for \$ 20266.18 was Posted on 08/12/2009. AP reference number: 40042541

KORTHA 08/18/2009 08:35:57 AM Attached Mail From Emma Bridges
TITLE REC'D

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KORTHA	08/20/2009 09:39:06 AM	E-Mail To Sarah Beckman				(No tracking updates for return package as of now...) Hi Sarah, Just wanted to know if you've had a chance to get the paperwork heading back here yet?
KORTHA	08/20/2009 01:10:32 PM	Assigned To CARUSOL				REASSIGNED FOR HANDLING AS I WILL BE OUT OF OFFICE. LESLIE EVERYTHING SHOULD BE SET UP WELL BUT WAITING ON FOM TO RETURN PAPERWORK -
KORTHA	08/20/2009 01:11:14 PM	Call From SARAH BECKMAN				FOM ADVISED PAPERWORK COMPLETED AND SENT IT OUT TODAY.
CARUSOL	08/25/2009 09:08:08 AM	E-Mail To Sarah Beckman				Hi Sarah, Alicia is out on extended leave, so I am following up on some of her cases. Do you have an update or an ETA for the return of the paperwork for [REDACTED]? It is important that we receive this paperwork ASAP so we may proceed in processing these cases. Please let me know if you have any questions. Thanks, Leslie
CARUSOL	08/31/2009 03:03:58 PM	Voice Mail To Sarah Beckman				LMTRMC regarding status of paperwork
CARUSOL	09/03/2009 02:55:43 PM	FAX From Sarah Beckman				Fax of closing docs: vcr, acf, spoa, bbrp - repaired, Final Repair Order 224132, and cnc.

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CARUSOL	09/03/2009 02:57:13 PM	Final Repair Order (M/A only) From S:				
		Final RO 224132				
CARUSOL	09/03/2009 03:15:49 PM	Vehicle To CB Auction Assignments				
CARUSOL	09/08/2009 03:06:58 PM	Attached Mail From Sarah Beckman				
		Closing docs: cnc, Final RO 224132, vcr, acf, and spoa.				
CARUSOL	09/09/2009 08:58:15 AM	Note To RVDS				
		C - Mechatronics Failure				
		C - Mechatronics part failure				
		C - Replace Mechantronics				
		RO 224132; mileage 17,187				
CARUSOL	09/09/2009 09:13:17 AM	Assigned To CRUSEJ				
		Disclosure complete. Forwarding folder for review. Upon completion of review, please re-assign case to me for research of sales tax recovery.				
CRUSEJ	09/09/2009 12:46:31 PM	Assigned To CARUSOL				
		Reviewed file.				
CARUSOL	09/10/2009 07:10:12 AM	Assigned To @TAX				

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2008 Jetta A5 2.0T						
BAKERCR	07/16/2009 10:41:45 AM	Call From Ryan Nordyke (boyfriend)				
Customer states vehicle has been in to dealer403054 several times for transmission concerns; during last visit customer was advised the vehicle requires a mechatronics and it will take a month to get part; advised to contact CCC as vehicle is not safe to drive; Customer seeking to know why problem was not diagnosed sooner; why it's going to take 30days to get part; why they gave back vehicle if it's not safe to drive; Customer seeking to have issue resolved ASAP; request loaner while waiting for parts to arrive; CO advised customer would document concerns and request and assign to an RCM to review; Customer request call back ASAP; CO advised could only guarantee a call no Later than COB 7-17-09; could receive call today but no guarantee due to research involved; CO to assign to RCM.						
BAKERCR	07/16/2009 10:49:41 AM	Assigned To CCC				
Customer seeking loaner vehicle while waiting for Mehatronics; RCM to review						
NARDONP	07/16/2009 11:23:25 AM	Assigned To CAMPOSA				
CAMPOSA	07/16/2009 01:51:34 PM	Call To George				
RCM LVMM. RCM advised: provided customer's name and last 8 of VIN; customer is seeking loaner; RCM seeking to verify that customer is not in a loaner/rental; also seeking to verify that if customer IS in a rental, that the customer is not incurring any costs; if customer is not in a rental/loaner, RCM is seeking to provide to customer. RCM to wait dealer call.						
CAMPOSA	07/16/2009 01:58:38 PM	Call To George				
Service Manager advised: customer's vehicle has a slight hesitation when vehicle goes from stop to start; vehicle is drivable; will call FOM to see if he will approve a rental or loaner; will follow up with RCM. RCM advised: will support whatever FOM advises. RCM to wait dealer call.						
CAMPOSA	07/16/2009 03:47:56 PM	Return Call From George				
Service Manager advised: FOM authorized rental vehicle for customer; Dealer will call customer. RCM to follow up with customer.						

Inquiry
Pr. Part: LEAS-LEASE AND
LOAN PAYMENT
Pr. Rsn: 37A Lease Payment
Complaint 403054
Part: 3885-Mechatronics
Rsn: T01 Auto/Hybrid -
Shifts roughly
Suggestion 403054
Rsn: 69C Dealer
Referred Customer to CARE

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CAMPOSA	07/17/2009 04:35:36 PM	Call To [REDACTED]				RCM LVMM. RCM seeking to know if customer was contacted by Dealer 403054 to get them into a vehicle rental. RCM to wait customer call.
CAMPOSA	07/20/2009 11:07:58 AM	Call To George	403054			(RCM called Dealer regarding another vehicle. Service Manager updated RCM on this customer) Service Manager advised: Dealer is working on getting customer a nice rental as she will be in the vehicle for a few weeks; customer advised that she was dissatisfied with her current purchase because the 2009 vehicles come with maintenance and her vehicle does not. RCM advised: reminded Service Manager that customer's 2008 vehicle has a NVLW for 4 years or 50k miles WCF; the NVLW is for 3yrs/36k miles WCF; as customer has not asked RCM to update customer for any other concerns; RCM will follow up one last time with customer to verify that she is working with Dealer. RCM to call customer.
PABSTM	07/20/2009 05:51:50 PM	Voice Mail To [REDACTED]				RCM Left VMM advising to assure the customer is working with dealer 403054 regarding getting a rental vehicle. RCM to review and close.
CAMPOSA	07/21/2009 08:18:22 AM	Note To CCC				RCM reviewed. No further action.
SMITHN	07/23/2009 08:57:00 AM	Call From Ryan Nordyke-boyfriend				Customer states that his girlfriend is driving in a vehicle that is dangerous and she has almost gotten into an accident twice; she was supposed to be put into a rental vehicle and they offered her a Cobalt which is just unacceptable; he would like to speak with RCM about getting Customer into an acceptable loaner vehicle; CCC acts like they don't care. RCM assured Customer we do care and RCM will transfer Customer to original RCM. RCM transferred Customer to RCM.
CAMPOSA	07/23/2009 09:06:08 AM	Continued Comment With Ryan Nordyke				Customer states:
CAMPOSA	07/23/2009 09:12:44 AM	Return To Ryan Nordyke (boyfriend)				

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CAMPOSA	07/23/2009 09:13:06 AM	Call To George		403054		Service Manager advised: attempted to get customer rental on Monday 7/20; left for Service Advisor to take care of on Tuesday 7/21 or Wednesday 7/22; came back this morning to discover customer does not have rental; called Enterprise this morning; no rentals at their branch; Enterprise is currently picking up a vehicle from another branch for this customer; Dealer will be calling customer this morning. RCM to call Dealer.
RIESH	07/23/2009 09:30:03 AM	Continued Comment With Mr. Nordyke				Customer states the vehicle is unsafe to drive; was offered a rental on 7/17, but advised wouldn't need a rental until Monday and would like a more comparable rental; Dealer advised they would follow up on 7/20, but have not heard anything since; is seeking a rental and is seeking compensation for time out of the vehicle. Supervisor advised RCM has contacted Dealer while Supervisor was speaking with Customer; Dealer advised they are in the process of obtaining a rental from Enterprise and will contact Customer later this morning; our obligation is to repair the vehicle within the terms of the warranty; once we have a better idea of how long Customer will be without the vehicle, we can evaluate for compensation, with no guarantees. Customer states he'd like Supervisor to follow up with owner. Supervisor advised RCM is in the best position to provide assistance to Customer; can ask RCM to follow up with customer this afternoon to ensure rental has been provided. RCM to contact customer.
CAMPOSA	07/23/2009 11:05:20 AM	Voice Mail From George		403054		Service Manager LVMM. Service Manager advised; customer has been contacted regarding rental vehicle; customer to pick up vehicle this afternoon or tomorrow morning; customer had requested to keep her Jetta while also being provided the rental vehicle; customer's request was declined. RCM to call customer.
CALDWEM	07/23/2009 04:24:27 PM	Return Call From [REDACTED]				Talked by and typed by Teresa Kurtz. CUST states: Returning RCM call. VMM offered, CA attempt to contact RCM.
CALDWEM	07/23/2009 04:27:55 PM	Transfer To CAMPOSA				CA transferred call to VMM; RCM to continue with Customer.

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CAMPOSA	07/23/2009 05:27:07 PM	Call To [REDACTED]				Customer advised: had taken her vehicle to two different VW dealerships previously who advised her vehicle was operating as designed; will be picking up her vehicle if not tonight then tomorrow; seeking to email a letter stating her frustrations; customer's parents have owned VWs which is why she purchased this vehicle; her experience has been very frustrating; may not even purchase another one; also feels the maintenance is too high; seeking compensation for her troubles. RCM advised: NVLW does not have a provision for compensating customers for down time in their vehicle; but RCM understands that this has been frustrating; RCM will compensate customer for time out of her vehicle once vehicle is repaired; seeking customer to send copy of bank statement; will follow up with customer by COB Monday August 17th; RCM does not have an email address to provide; RCM provided fax (6504). Customer thanked. RCM to call dealer.
CAMPOSA	08/17/2009 01:14:14 PM	Call To George		403054		Service Manager advised: Mechatronics came in today; vehicle is complete; message left for customer; part was first ordered 7/9; total days waiting for component 40 days (customer was put into a loaner 4 weeks ago). RCM to advise customer: as a goodwill gesture, we would like to offer customer a vehicle payment; we are still waiting on customer's payment information; once received it will take 4 weeks to process. RCM to call customer.
SMITHN	08/17/2009 01:35:40 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advise CUST to mail of fax in payment statement and we will make a vehicle payment as a one time goodwill gesture; DLR 403054 advised that vehicle is repaired as of today. RCM to wait on CUST call.
SMITHN	08/18/2009 12:35:50 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advise Customer to mail of fax in payment statement and we will make a vehicle payment as a onetime goodwill gesture; Dealer 403054 advised that vehicle is repaired as of today. RCM to review and close.
CAMPOSA	08/18/2009 01:55:34 PM	Note To CCC				RCM reviewed. No further action.
CAMILOM	09/02/2009 02:21:27 PM	FAX From Miguel Camilo				Fax in doc center.

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ABDULAM	09/02/2009 05:03:30 PM	Note To ccc				
	849959905, 3VWRJ71K08M					GW due to vehicle downtime total = \$312.27
CR_BATCH	09/10/2009 04:00:37 AM	Note To ABDULAM				
	Amount for \$	312.27	was Posted on 09/09/2009.	AP reference number: 40047408		

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2008 Jetta A5 2.0T						
	090175259	Customer Relations	3VWRJ71K68M	8,000		
YOUNGLI	07/16/2009 10:42:44 AM Call From					Complaint 407208 Pr. Part: 3885-Mechatronics Pr. Rsn: 95J Length of time for repairs
	Customer stated, his vehicle has been at the shop for an extended time period for a transmission related concern, Dealer 407208 has advised, vehicle may be at Dealer for several more weeks while they wait on parts to come in for transmission repair, Dealer has Customer in a low end Nissan vehicle, this will not due, Customer is seeking to get into an upgraded vehicle, the same vehicle that he currently has purchased. CO advised, NVLW 4/50K WCF for manufacture shortcoming, advised of rental vehicle criteria and advised rental amount coverage is \$25 per day, can escalate vehicle concern/request to RCM to research the concern, cannot guarantee out. Customer stated, he is available all day at business number CO advised, Customer will receive follow up, before COB 7/17. Customer stated, Ok. RCM to assign to RCM					Complaint 407208 Part: 3885-Mechatronics Rsn: 94J Dissatisfied w/Dealer Decision
YOUNGLI	07/16/2009 10:51:37 AM Assigned To CCC					
	Customer is seeking to get an upgrade on rental vehicle, Customer available all day at RCM To email Dealer.					
ZIEHMEC	07/16/2009 11:15:28 AM Assigned To ZIEHMEC					
	Assigned for handling.					
ZIEHMEC	07/16/2009 11:49:55 AM Voice Mail To Dan 407208					
	RCM advised Service Manager of the customers concerns and what he is seeking. RCM to wait Service Manager call.					
ZIEHMEC	07/16/2009 05:29:41 PM Voice Mail From Dan 407208					
	Service Manager states: for RCM to call him back; the customer is in a rental as they have no loaners. RCM to call Service Manager					
ZIEHMEC	07/17/2009 09:57:08 AM Call To Dan 407208					
	RCM advised Service Manager of the customers concerns and what he is seeking. Service Manager states: the customer needs a mechatronic unit; was ordered on 7/6; he is in a rental; part number is 000325025XZD7; sales number is 1005814761; part ETA is 8/16; vehicle cannot be driven until repaired; they don't have loaners. RCM to call customer and advise he can get a rental upgrade at his expense but RCM will look into possible assistance or other compensation once the vehicle is repaired.					

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ZIEHMEC	07/17/2009 11:47:08 AM	Call To [REDACTED]				RCM advised customer: RCM spoke with dealer; ETA on the part is 8/16; VW will be providing some type of compensation but RCM cannot say what it will be; RCM can look into the rental upgrade as the compensation but cannot look into that until the vehicle is repaired; he can get another rental at his expense; the compensation could be a vehicle payment, dealer services or the rental upgrade; this part is made for his vehicle. Customer states: he will wait a few weeks for an update and go from there; part of the inconvenience is the toll card from his vehicle cannot be transferred to a rental vehicle. RCM advised customer that RCM will follow up by COB 8/3 unless there is an update sooner. RCM to call dealer 407208 8/3.
ZIEHMEC	08/03/2009 10:03:45 AM	Call From Dan		407208		Service Manager states: he gave the customer a loaner vehicle, a Jetta; ETA is still 8/16; he will call RCM once the part comes in. RCM to call customer and move follow up date.
ZIEHMEC	08/03/2009 12:20:12 PM	Voice Mail To [REDACTED]				RCM advised customer: that RCM is aware that the customer has alternate transportation; part is not in as of today; RCM will follow up with him by COB 8/10. RCM to wait dealer 407208 call.
ZIEHMEC	08/05/2009 02:26:41 PM	Call To Dan		407208		Please note that RCM was calling Service Manager about another customer and asked about this one. Service Manager states part is not in yet but will call RCM once it has. RCM to wait Service Manager call.
ZIEHMEC	08/07/2009 04:26:46 PM	Call From Dan		407208		Service Manager states that they have not gotten the parts yet, he will call when they do. RCM to wait dealer 407208 call.
ZIEHMEC	08/10/2009 12:31:49 PM	Voice Mail To Dan		407208		RCM advised Service Manager that RCM is seeking an update. RCM to wait dealer 407208 call.
ZIEHMEC	08/10/2009 05:17:20 PM	Call To Dan		407208		RCM advised Service Manager that RCM is if seeking to know if customers part came in. Service Manager states that the part has not come in. RCM to call customer.

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/10/2009 05:18:17 PM	Voice Mail To [REDACTED]				RCM advised customer that RCM is still looking into the concerns and RCM will follow up by COB 8/12. RCM to wait dealer 407208 call.
ZIEHMEC	08/12/2009 09:36:18 AM	Call To Dan		407208		RCM advised Service Manager that RCM is seeking an update. Service Manager states it should be in today on FedEx he will call RCM once it comes in. RCM to wait dealer 407208call.
ZIEHMEC	08/12/2009 02:48:54 PM	Voice Mail From Dan		407208		Service Manager states: part came in; repairing it now. RCM to call Service manager
ZIEHMEC	08/12/2009 02:53:42 PM	Call To Dan		407208		RCM advised Service Manager that RCM will be offering 1 vehicle payment. RCM to call customer.
ZIEHMEC	08/12/2009 02:54:55 PM	Call To [REDACTED]				RCM advised customer: part is in and vehicle is being repaired now; VW able to offer 1 vehicle payment; needs to fax or mail in copy of payment stub; needs to continue making regular payments. Customer states: he has also been paying insurance on a vehicle he cannot drive; wants more compensation; will take fax number. RCM advised customer: VW can offer \$100 in dealer services also; takes 7 to 10 days to get that certificate together. RCM to assign to team 5.
ZIEHMEC	08/12/2009 02:55:35 PM	Assigned To CCC				RCM assigned to team 5. Team 5 to send \$100 dealer certificate.
BICKMAD	08/13/2009 05:32:05 AM	Assigned To HERRINB				
HERRINB	08/13/2009 07:46:15 PM	Mail To [REDACTED]				Letter generated and sent. CA to reassign.
HERRINB	08/13/2009 07:49:27 PM	Assigned To ZIEHMEC				RCM to reassign.

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	08/14/2009 09:25:08 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

09/23/2009

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta Wolfsburg Edition						
	090176266	Mediation/Arbitration	3VWRA71K68M	7,000		Unknown 408203
MORRISC	07/17/2009 12:45:21 PM	Attached Mail From				Pr. Part: 3511-Mechatronic
	Received letter from cust seeking relief under NJ lemon law. Cust is listing 30 days out of service for concerns with the vehicle will jerk, especially when going up hill. Cust advised the veh has been at the dlr since 6/25/09.					Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
MORRISC	07/17/2009 12:51:06 PM	Voice Mail To Bob Gross		408203		Unknown
	LMTRMC. Advised of letter from cust.					Rsn: 82E Parts Delay
MORRISC	07/17/2009 01:08:45 PM	Call To Erik for				Unknown 408203
	Other stated he is speaking on behalf of cust. Advised other that letter has been received and a voicemail has been left for the dlr. Advised I would follow up.					Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
MORRISC	07/17/2009 01:10:47 PM	E-Mail To Bob Gross cc:Rick Barke		408203		Rsn: 43Q
	Hi Bob,					Repurchase/Replacement(Mt Only)
	This is a follow up to the voicemail I just left you. is seeking relief under the NJ lemon law. He is advising the vehicle has been there since 6/25/09 for concerns with the vehicle will jerk, especially when going uphill.					
	What is the ETA for repairs?					
	3VWRA71K68M					
	Thank you! Cheri					
MORRISC	07/21/2009 12:59:33 PM	Call To John		408203		
	(SM is on vacation) Confirmed temp sensor for the mechatronics is on back order. SA advised part may not arrive until 9/09.					
MORRISC	07/21/2009 01:00:31 PM	Voice Mail To Frank Barone		408203		
	LMTRMC. Inquired if dlr has veh to use as a repl for the cust.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	07/21/2009 01:30:23 PM	Call To [REDACTED]				Offered cust repl. Cust stated he is interested. Cust stated he may want to go into a CC. Advised cust we can explore the possibility. Advised cust there may be a contribution based on the difference in price between both vehicles. Cust stated he will call me back.
MORRISC	07/21/2009 01:33:48 PM	E-Mail To Frank Barone cc:Rick Barke 408203				Hi Frank, Just a follow up to the voicemail I left for you. I spoke with [REDACTED] Hold off on any searches right now. He may want to go into a CC. 3VWRA71K68M [REDACTED] Thanks! Cheri
CLAYTOY	07/21/2009 04:05:19 PM	Voice Mail From [REDACTED]				Voice mail was left in error in CA voice mail for the Med/Arb representative. The time of the voice mail was 3PM on 7-21-09. Customer states he was seeking a return call on cell phone number. Med/Arb representative to call the customer.
CLAYTOY	07/21/2009 04:07:27 PM	Voice Mail From [REDACTED]				Voice mail was received on 7-21-08 at 3.31 PM. Voice mail was left in CA voicemail in error the customer was seeking the Med/Arb representative to call him back on the cell phone number. CA to call Med/Arb CA.
CLAYTOY	07/21/2009 04:12:09 PM	Voice Mail To Ms Morris				CA left voice mail message advising the customer left a voice mail message twice for the Med/Arb representative to call him on his cell phone number in the CA voice mail. CA advised the case number. Med/Arb representative to call the customer.
CLAYTOY	07/21/2009 05:33:44 PM	Voice Mail From [REDACTED]				Voice mail was left around 4PM on 7-21-09. Customer is seeking the CA who he left a voicemail message to return his call. CA to call the call the customer.

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

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CLAYTOY	07/21/2009 05:35:14 PM	Voice Mail From [REDACTED]				
Voice mail message was recieved on 7-21-09 at 4.28PM. Message was muffled could not hear. However the voicemail header had the phone number the customer was calling from to VW. CA to call the customer.						
CLAYTOY	07/21/2009 05:41:05 PM	Call To [REDACTED]				
CO advised the customer he keeps leaving voicemail message in the CA voicemail message and the CA is not able to assist the customer. CA advised the customer the CA has forward the customer's concerns to the Med/Arb representative assign to the case. CA advised the Med/Arb representative name and direct phone number. Med/Arb representative to call the customer.						
MICKLUL	07/22/2009 09:59:03 AM	Call From [REDACTED]				
Owner called to advise that he is interested in another Jetta but not a (turbo) ?? Customer is interested in the platinum gray. He will go to the dealer to check out what vehicles they have in their inventory and will call back. Advised owner if they don't have a vehicle he likes, we can also search for one in the area for him.						
MORRISC	07/23/2009 02:00:14 PM	Call From Ivan		408284		
Dlr stated he is interested in a Jetta SE, platinum. Inquired about using the veh as a repl. Dlr stated he would call me back.						
MORRISC	07/23/2009 02:33:58 PM	Call From Ivan		408284		
Dlr stated sales manager is not interested in giving up a veh for a repl.						
MORRISC	07/23/2009 02:34:38 PM	E-Mail To Frank Barone cc:Barke		408203		
Hi Frank,						
Mr. Barone is interested in a Platinum Gray Jetta SE. Do you have anything available that we can use?						
Thank you!						
Cheri						
MORRISC	07/28/2009 10:07:04 AM	Voice Mail From Frank Barone		408203		
Dlr requested a return 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>
MORRISC	07/28/2009 10:07:26 AM	Call To Bobby		408203		Sales manager is not in today, 3VWRZ71K79M [REDACTED] is available. Dlr will hold veh.
MORRISC	07/28/2009 10:28:11 AM	Call To [REDACTED]				Advised of repl veh. Advised I would e-mail the offer to him. Cust stated he is paying an additional \$5 a day for the rental. Cust stated he is seeking to be reim for that. Advised I would contact the dlr and let him know.
MORRISC	07/28/2009 10:41:40 AM	Call To Bob Gross		408203		Advised of repl. SM stated to send closing docs to him. SM stated RO #60596 was opened on 6/4/09, however, cust was put into the rental on 6/25/09. SM stated he will bill VW for the \$5 a day.
MORRISC	07/28/2009 10:46:26 AM	E-Mail To Rick Barke				Hi Rick, Attached is the replacement offer. I also agreed to cover the \$5 daily rental surcharge from 6/25/09. Cheri
MORRISC	07/28/2009 10:54:26 AM	E-Mail To [REDACTED]				Attached is our offer to replace your vehicle. I spoke with Bob Gross at Gensinger and advised him we will cover the \$5 surcharge for the rental. You should not be billed for this amount when you turn in the rental vehicle. Let me know if you are. Best regards, Cheri
MORRISC	08/11/2009 09:31:41 AM	Call To [REDACTED]				Cust stated he has been out of the country. Cust stated he will sign the repl offer and send it back.
MORRISC	08/11/2009 09:37:37 AM	Call To Frank Barone		408203		Advised of call to the cust. Confirmed dlr is still holding the veh.

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MORRISC	08/13/2009 03:31:33 PM	Call To [REDACTED]				Cust stated he faxed the signed offer yesterday. Advised cust I have not received it yet. Cust stated he would fax again.
MICKLUL	08/14/2009 11:17:42 AM	Return To [REDACTED]				Advised owner that we received his signed acceptance.
MORRISC	08/18/2009 09:37:24 AM	Attached Mail From [REDACTED]				Cust signed repl offer. Waiting for MCO.
MORRISC	08/18/2009 09:39:46 AM	E-Mail To Frank Barone		408203		Hi Frank, I have the signed replacement offer for VIN 3VWRZ71K79M [REDACTED] I anticipate being able to complete this sometime next week. Thank you for all of your help. Cheri

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09/23/2009

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MORRISC	08/18/2009 10:05:45 AM	E-Mail To Dist & Accounting				
August 18, 2009						
90176266						

CUSTOMER AND VEHICLE INFORMATION

[REDACTED]
[REDACTED]
[REDACTED]
Elmwood Park, NJ [REDACTED]

2008 Volkswagen Jetta
3VWRA71K68M [REDACTED]

In the interest of customer satisfaction, we have agreed to replace the above vehicle with a new 2009 Volkswagen Jetta VIN:
3VWRZ71K79M [REDACTED]

*ACCOUNTING

Please generate a new vehicle invoice and Certificate of Origin showing customer as OWNER and LIEN HOLDER for
VIN: 3VWRZ71K79M [REDACTED]
Volkswagen Credit Inc
1401 Franklin Blvd
Libertyville, IL 60048

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

*DISTRIBUTION

Credit 408203 and bill 491991 for VIN: 3VWRZ71K79M [REDACTED] No shipping is necessary.

Cheri Morris
Mediation/Arbitration Analyst
Volkswagen/Audi of America

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(248) 754-3509						
MORRISC	08/18/2009 10:24:27 AM	E-Mail From Dolores Jackson				
		Request has been processed.				
		Dolores Jackson				
LINDSAB	08/24/2009 10:06:59 AM	Attached Mail From Crystal Batstra				
		MCO and invoice.				
LINDSAB	08/24/2009 10:10:17 AM	Assigned To CARUSOL				
		Rick Barke is FOM. Bob Gross svr mgr will most likely complete deal. Gensinger Motors is the transaction dlr. Non-Conformity is mechatronics. No usage or upgrade fees.				
CARUSOL	08/24/2009 11:55:45 AM	Closing Package (M/A Only) To Bob G 408203				
		SON closing docs				
CARUSOL	08/25/2009 02:43:52 PM	Call To Bob Gross		408203		
		SM states he will speak with Sales Manager regarding DMV paperwork and who will be handling the closing. Advise to call me when this is scheduled or they need my assistance in scheduling same.				
CARUSOL	08/25/2009 04:05:59 PM	Call To [REDACTED]				
		Advise paperwork has been sent to dealership and DP are working on DMV paperwork. Advise that either I or DP will call customer to schedule closing.				
CARUSOL	08/26/2009 03:50:47 PM	Call To Frank Barone		408203		
		Reviewed paperwork. Sales Manager states DP will start processing DMV paperwork.				
CARUSOL	08/31/2009 11:14:28 AM	Voice Mail To Frank Barone		408203		
		LMTRMC regarding status of closing.				

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CARUSOL	08/31/2009 03:06:45 PM	Call From Frank Barone		408203		Sales Manager states he will call customer in the next 1-2 days to schedule closing. Advise to inform when closing takes place.
CARUSOL	08/31/2009 04:03:37 PM	Call To [REDACTED]				Confirming that DP will call customer to scheduled closing. Customer states he appreciates being provided replacement vehicle and the coverage of the \$5/day surcharge on the rental.
MORRISC	09/01/2009 03:32:50 PM	Voice Mail From [REDACTED]				Cust requested a return call.
MORRISC	09/01/2009 03:33:53 PM	Voice Mail To [REDACTED]				LMTRMC on cust cell. Home number has been disconnected and could not get through on work number.
MORRISC	09/01/2009 03:43:02 PM	Call From [REDACTED]				Cust stated he took time off work today because he thought he was getting his replacement vehicle. Cust stated individual responsible for handling the transaction is gone until tomorrow. Cust stated closing is scheduled for tomorrow between 6-7pm. Cust also stated he was charged \$500 in rental fees. Cust stated he is seeking to be reim \$500. Requested cust send me the receipt. Cust requested dlr be contacted for this info.
CARUSOL	09/01/2009 04:15:14 PM	Call To Bob Gross		408203		Confirmed closing is scheduled between 6-7 p.m. on Wed 09/02/09. SM states Sales Manager is out of office today. SM states customer was not charged for rental vehicle, only for \$12 for fuel expenses.
CARUSOL	09/01/2009 04:18:30 PM	Call To [REDACTED]				Advise that Service Manager confirms closing is set for Wed 09/02/09 from 6-7 p.m. and that Service Manager states there were no charges for rental vehicle other than \$12 for fuel expenses. Advise if customer has an invoice for \$500 to please submit this for review.
CARUSOL	09/04/2009 09:31:58 AM	Voice Mail To Bob Gross		408203		LMTRMC regarding status of closing

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CARUSOL	09/10/2009 11:44:52 AM	Call To Frank Barone		408203		Closing took place 09/02/09. Docs, including DMV paperwork, is being completed and will be sent back to me ASAP.
CARUSOL	09/16/2009 10:43:48 AM	Voice Mail To Frank Barone		408203		LMTRMC regarding status of paperwork
MICKLUL	09/17/2009 11:46:48 AM	Call From [REDACTED]				Request for reimb between the diff in MSRP of the original and new vehicle.
MORRISC	09/18/2009 03:00:41 PM	Call To [REDACTED]				Cust stated repl veh is less than original veh. Cust stated he is seeking that difference (approx \$400). Advised cust VW has agreed to reim him for the \$5 daily surcharge as a goodwill gesture and has put him into a veh that is 14 months newer. Advised I would cover \$200. Cust stated he will agree.
MORRISC	09/18/2009 03:04:22 PM	Approved By CM				\$200 for the difference in price between both veh.
CARUSOL	09/22/2009 02:24:45 PM	Voice Mail To Frank Barone		408203		LMTRMC regarding status of paperwork
BENSONE	09/23/2009 01:16:40 PM	Note To ccc				Scanned file into doc center

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2008 Jetta A5 2.0T						
	090176374	Customer Relations	3VWRJ71K58M	17,000		
ABDULAM	07/17/2009 02:35:00 PM	Call From				
Customer states the following: original owner; paid cash; vehicle has been down over a month; working with Dealer 425159; concerns were the vehicle was jerking; seeking to know when his vehicle will be repaired or a new vehicle; states he needs to travel to Mexico for personal reasons and cannot cause he is in a loaner. CO advised RCM will contact Dealer to find out about repair status and follow up with Customer by Monday. RCM to contact Dealer 425159.						Inquiry 425159 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
ABDULAM	07/17/2009 02:48:11 PM	Assigned To RCM				Inquiry 425159 Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: T01 Auto/Hybrid - Shifts roughly
ZIEHMEC	07/17/2009 04:16:52 PM	Assigned To BALDWIA				
Assigned for handling.						

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BALDWIA	07/20/2009 09:30:22 AM	E-Mail To Danny Miner		425159		
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***** Email to dminer@ancira.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 Jetta

VIN: 3VWRJ71K58M [REDACTED]

Reason for Inquiry: [REDACTED] states that his vehicle has been down for more than a month and is seeking to know when his vehicle will be repaired or if he can be provided a new 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.

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.

Wait dealer email.

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BALDWIA	07/20/2009 10:50:21 AM	E-Mail From Dan Miner		425159		<p>Please check with FOM, Jack Jones. We have had this red order -backorder - in for a month and Jack is aware. It is a Mecatronics valvebody unit.</p> <p>Dan Miner</p> <p>RCM to email FOM.</p>
BALDWIA	07/20/2009 11:55:12 AM	E-Mail To Jack Jones				<p>RCM sent email advising of customer concerns and that Service Manager advised FOM was involved; seeking FOM input. Wait FOM email.</p>
BALDWIA	07/20/2009 12:08:00 PM	E-Mail From Jack Jones				<p>FOM advised a vehicle payment would be what he would offer, if customer paid cash then we could offer payment equivalent.</p> <p>RCM to call customer.</p>
BALDWIA	07/20/2009 02:59:07 PM	Call To [REDACTED]				<p>RCM attempted to contact customer regarding concern however received message that stated the phone is not on or out of coverage, try the call again later. RCM will advise customer part is VIN specific and can take some time to receive; according to information RCM has the part should arrive soon as it is scheduled to arrive mid to late July, RCM does not have a specific date; RCM would like to gift to customer as \$300 as Goodwill gesture due to customer wait for the repair in lieu of a vehicle payment since customer paid cash for the vehicle. RCM to call customer.</p>
BALDWIA	07/21/2009 05:21:07 PM	Call To [REDACTED]				<p>RCM attempted to contact customer regarding concern however phone rang until RCM received message that stated your party is not answering, try the call again later. RCM will advise customer part is VIN specific and can take some time to receive; according to information RCM has the part should arrive soon as it is scheduled to arrive mid to late July, RCM does not have a specific date; RCM would like to gift to customer as \$300 as Goodwill gesture due to customer wait for the repair in lieu of a vehicle payment since customer paid cash for the vehicle. RCM to call customer.</p>

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BALDWIA	07/22/2009 03:27:01 PM	Call To [REDACTED]				RCM attempted to contact customer regarding concern however phone rang until RCM received message that stated your party is not answering, try the call again later. RCM will advise customer part is VIN specific and can take some time to receive; according to information RCM has the part should arrive soon as it is scheduled to arrive mid to late July, RCM does not have a specific date; RCM would like to gift to customer as \$300 as Goodwill gesture due to customer wait for the repair in lieu of a vehicle payment since customer paid cash for the vehicle. RCM to call customer.
BALDWIA	07/24/2009 10:32:12 AM	Call To [REDACTED]				RCM attempted to contact customer regarding concern however phone rang until RCM received message that stated your party is not answering, try the call again later. RCM will advise customer part is VIN specific and can take some time to receive; according to information RCM has the part should arrive soon as it is scheduled to arrive mid to late July, RCM does not have a specific date; RCM would like to gift to customer as \$300 as Goodwill gesture due to customer wait for the repair in lieu of a vehicle payment since customer paid cash for the vehicle. RCM to call customer.
ABDULAM	07/24/2009 11:40:25 AM	Call To [REDACTED]				CA attempted to reach owner at both phone numbers listed. No answer or voicemail available. RCM to review.
ABDULAM	07/24/2009 11:42:47 AM	Call To Odie [REDACTED]		425159		Service Advisor states only phone number he has listed is [REDACTED] (CA already attempted to reach owner at that number). No further action pending Customer call. RCM to review and close.
BALDWIA	07/24/2009 01:10:27 PM	Note To CCC				RCM reviewed. No further action pending customer call.
HOWARDB	07/27/2009 04:18:13 PM	Return Call From [REDACTED]				Customer stated that the vehicle has been at the Dealer, since the beginning of June 2009. Customer stated that the Dealer advised that a part for the transmission has to be ordered. Customer stated that he was originally advised that the part would be in at the end of June, then he was told at the end of July. Customer stated that now he is stating that the part will not be in until the end of August. Customer is seeking to get his vehicle repaired as soon as possible or her would like another vehicle. Customer stated that the Dealer has provided a rental for him to drive, but he needs his vehicle to get back and forth to Mexico for his family. CA advised the Customer that due to his concern his file will be forwarded to a RCM for further research. and he will be contacted with an update before the close of business on 07/28/09. Customer stated that he can be reached on his cell phone. RCM to research.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BALDWIA	07/28/2009 11:21:12 AM	Call To Tracy Townsend		425159		RCM advised calling regarding customer concern. Part Manager advised he had received an invoice on the part which usually means the part has been sent or is about to be sent; Part Manager is going to call PDC warehouse to try and obtain further information; will call RCM with update. RCM to wait dealer call.
BALDWIA	07/28/2009 11:31:07 AM	Call From Tracy Townsend		425159		Part Manager advised he spoke to PDC and was advised that the part could be in tomorrow or the next day; Part Manager will call RCM as soon as part has arrived. RCM to call customer.
BALDWIA	07/28/2009 11:33:18 AM	Call From Tracy Townsend		425159		Part Manager advised that he has received the part. RCM to call customer.
BALDWIA	07/28/2009 11:40:27 AM	Call To [REDACTED]				RCM advised calling regarding customer concern; spoke to Part Manager who advised the part had arrived. Customer states he spoke to Dealer about 20 minutes ago and was advised that the part was going to be shipped this week. RCM advised spoke to Part Manager about 5 minutes ago and was advised the part arrived; advised RCM is aware that customer paid cash for the vehicle and normally we would offer vehicle payment due to the time vehicle was down but in lieu of a vehicle payment would like to send customer a gift check in the amount of \$300 as a Goodwill gesture. Customer states he can accept that. RCM advised can take 4-6 weeks to receive the check but many people receive checks sooner. RCM to generate check request.
PRENTIM	07/28/2009 02:15:06 PM	Note To CCC				RC generated Check request in the amount of \$300 as Goodwill gesture based on downtime of vehicle due to mechatronics.
CR_BATCH	08/06/2009 04:00:39 AM	Note To PRENTIM				Check # 70928033 for amount \$ 300.00 mailed on 08/05/2009

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 Jetta Wolfsburg Edition						
	090177811	Customer Relations	3VWRA71K68M	14,000		
ABDULAM	07/20/2009 01:28:54 PM	Call From				Inquiry 408083
Customer states vehicle is down at the dealer and is going to be down 3-10 weeks for a transmission concern. Customer states vehicle has already previously been down 3 weeks. Customer state vehicle is at Dealer 48083. Customer states is unhappy with history of this vehicle. Customer states concern with transmission jerking. Customer seeking a new vehicle and does not want this vehicle anymore. CO advised VW will look into concerns and contact him back tomorrow. RCM to contact Dealer 48083.						Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
ABDULAM	07/20/2009 01:36:54 PM	Assigned To RCM				
MULLINT	07/20/2009 02:01:42 PM	Assigned To MULLINT				

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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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MULLINT	07/20/2009 02:32:01 PM	E-Mail To Michael Bonczewski	408083			
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***** Email to mike@curranvw.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 Jetta

VIN: 3VWRA71K68M [REDACTED]

Customer's Description of Part: Mechatronics

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

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

<u>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.				
MULLINT	07/20/2009 04:40:36 PM	E-Mail To Mike		408083		
	PART #02E325025ADZDA SALES DOC#1005852198					
	ORDER DATE JULY172009					
	RCM to assign to level 2 to research.					
MULLINT	07/21/2009 11:53:10 AM	Assigned To CCC				
	Please research customer back order part; PART #02E325025ADZDA SALES DOC#1005852198 ORDER DATE JULY 17, 2009					
	RCM to wait level 2 research.					
FOXK1	07/21/2009 12:04:39 PM	Assigned To MULLINT				
	Due to this part being VIP we are unable to track it. Shipping is a standard 6-8 weeks. If the customer is not on the part spreadsheet forwarded internally then escalate. We will then reach out to parts to add the customer.					
MULLINT	07/21/2009 12:17:43 PM	Call To Sean Curran		408083		
	RCM advised seeking information for vehicle; seeking to know when the vehicle came in. Service Manager advised the vehicle came in on 7-16-09; the customer is in a rental vehicle as this vehicle is not safe to be driven; advised there was also a replacement of the fuel tank in the first year of ownership; advised the vehicle came in on 9-11-08 and the Repair Order is closed on 9-30-08; advised he does not think that the vehicle was there this entire time; advised the technician work hours state that they worked on the vehicle on 9-11-08, 9-12-08 and 9-15-08; advised he will check the rental bill to see when this vehicle was actually returned. RCM to contact FOM.					
MULLINT	07/21/2009 12:28:05 PM	Call To Tony Schummel				
	RCM sent email to FOM and CC Brian Lindsay; advised of customer concerns, customer request; advised seeking guidance. RCM to wait FOM contact.					
MULLINT	07/21/2009 03:05:22 PM	Voice Mail To Tony Schummel				
	RCM LVMM: advised seeking to speak with him in regarding to vehicle. RCM to wait FOM contact.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/21/2009 04:33:38 PM	Call To	[REDACTED]			RCM advised calling with update; advised the part that is on order for the vehicle is a part that is made specifically for the vehicle; advised this part is made VIN specific; advised it does take about 6-8 weeks for this part to come in. Customer states they have had nothing but concerns with the vehicle; advised the fuel tank of the vehicle was replaced before; advised they have not been able to enjoy the vehicle; advised wants a different vehicle. RCM advised this is something that we can look into for him; advised we may not be able to meet this expectation; advised we do like to take into account the total amount of time that the vehicle is down; advised will research this and contact him back by the COB Friday 7-24-09. RCM to research.
MULLINT	07/22/2009 03:24:27 PM	E-Mail From Tony Schummel				Please be aware that my cell phone is currently not operational. I hope to have it resolved late today. Obviously I will be delayed in returning your calls. Tony Schummel Fixed Operations Manager Eastern Region Area 5 Volkswagen of America, Inc. Phone 845-895-1543 Fax 845-895-1350 Cell 914-325-0021 anthony.schummel@vw.com http://www.vw.com RCM to wait FOM contact.
MULLIGM	07/22/2009 04:20:00 PM	Call From Kathleen	[REDACTED]			Customer states she was advised she would receive return phone call from someone and never has (duplicate case 90177875); seeking to get into another lease due to being in a rental vehicle for 6 months; CA advised RCM spoke with Customer father on 7/21/09; he had made same request; we do research those concerns on case by case basis but may not be able to meet that expectation; RCM had advised father she would follow up with him by COB 7/24/09; Customer states she feels bad he is involved as she drives vehicle, seeking for herself to be called herself at cell anytime; 203-521-8988; RCM to wait field contact.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/23/2009 10:14:58 AM	Return Call From Tony Schummel				RCM advised customer is seeking for the vehicle to be taken back; advised the customer is not in the vehicle as it is not safe to be driven; advised there is a mechatronics unit on order; advised customer is willing to stay with VW. FOM advised he will call customer and speak with her about exactly what she is looking for advised to send him her contact information. RCM to email FOM.
MULLINT	07/23/2009 10:23:01 AM	E-Mail To Tony Schummel				RCM sent email to FOM advising of the customers contact information. RCM to call customer.
MULLINT	07/23/2009 12:40:14 PM	Voice Mail To [REDACTED]				RCM LVMM: advised calling to let her know that the concerns have been documented; advised they have been forwarded to the FOM and he will be contacting her regarding this. No further action.

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

09/23/2009

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T						
	090178036	Customer Relations	3VWRJ71K38M	17,912		
NORMANS	07/20/2009 04:50:19 PM	Call From				Complaint 423344 Pr. Part: 3885-Mechatronics Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
Customer called states vehicle has been down at Dealer since 6/10/2009; Customer has been advised that the cylinder housing in the transmission is bad and it is dangerous to drive the vehicle; Customer states she was advised that the part to repair the vehicle is on Backorder and they have been advised on 2 separate occasions that the part would be in and given a day when the vehicle would be ready and both times the part has never arrived; Now Customer is being advised that they do not know when the part will arrive; Customer states she has been without the vehicle for more than a month and when she calls the Dealer to get information in reference to when the part will come in she has to LVMM and no one ever returns the call; Customer is seeking to be credited for the month she has been without her vehicle; Customer also seeking to be updated regularly on parts status; CO advised Customer her concerns have been documented and Dealer Part Manager is the best resource in reference to parts status; CO advised Customer in reference to a credit for the time the vehicle has been down VW would not be able to provide one at this point, however VW will be willing to look into her request once the vehicle is done and working to manufacturer specifications; CO advised Customer CO will escalate her case to a RCM who will contact her before the COB 7/21/2009; CO to assign to RCM.						Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
NORMANS	07/20/2009 05:00:59 PM	Assigned To CCC				Complaint 423344 Rsn: 96J Dealer did not follow-up
Please contact Dealer 423344 Service Manager and advise of Customer complaint in reference to not being called back and updated on parts status; Customer seeks to be contacted back anytime at RCM to review.						
SMITHN	07/20/2009 05:40:34 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>
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CONLINR	07/20/2009 07:11:10 PM	E-Mail To Jerry Podgorski	423344			
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***** Email to jpodgorski@auburnvw.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 Jetta

VIN: 3VWRJ71K38M [REDACTED]

Reason for Inquiry: Customer states she is having concerns with transmission and Vehicle has been down for a lengthy time; Customer is seeking ETA on repairs and compensation for down 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.

Darrell Zehel
(248) 754-3653

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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>
CONLINR	07/21/2009 12:42:43 PM	E-Mail From Jerry P		423344		
Darrell,						
This is a Mechatron unit and it is due to be here August 7 2009 there are none in the country.						
Regards,						
Jerry Podgorski						
RCM to review						
CONLINR	07/21/2009 07:34:01 PM	Voice Mail To [REDACTED]				
RCM advised following up with Customer; part is scheduled to arrive on 8-7-09, RCM will follow up with Customer on 8-8-09 COB and evaluate Customer requests/concerns. RCM to follow up with Customer on 8-8-09						
CONLINR	07/21/2009 07:36:32 PM	Note To CCC				
8-8-09 is a Saturday. RCM to call Customer						
CONLINR	07/21/2009 07:36:44 PM	Voice Mail To [REDACTED]				
LVMM RCM advised will follow up with Customer on 8-10-09 as 8-8-09 CCC is not open. RCM to review and close pending 8-10-09						
ZEHELD	07/22/2009 12:29:34 PM	E-Mail To Mike Modl				
RCM sent e-mail to FOM advising to vehicle time down waiting for parts; advised as customer is seeking compensation for vehicle down time, RCM reset follow up for when the vehicle is repaired; invited FOM to respond with any questions. RCM to close case pending follow up with Dealer 423344 on 8/7. RCM to call Dealer 423344 on 8/7.						
ZEHELD	08/07/2009 04:13:17 PM	Call To Rodney Young		423344		
SA advised SM is on vacation; VEH came in on 6/10 and left on 7/31; mechatronic replaced; offered to cover 1 VEH payment; FOM said can offer up to 2 payments but only 1 was offered; CUST seemed happy; CUST has not brought in coupon to process payment. RCM advised CCC will take over compensation at this point and DLR 423344 is not to offer any GW to CUST. RCM to call CUST.						

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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	08/07/2009 06:35:14 PM	Call To [REDACTED]				RCM advised the fax # and case # to forward payment amount to RH fax #, as will process reimbursement of a vehicle payment because of her loyalty to VW. RCM advised fax attention the case #, it scans into the case within 48 business hours, will be processed to VCI and show on her account statement within 30-60 days. Customer states her car is now running fine. No further action, pending customer fax.
CAMILOM	08/10/2009 01:29:54 PM	FAX From [REDACTED]				Fax in doc center.
ZEHELD	08/10/2009 03:07:34 PM	Note To ccc				RCM to generate check request for 1 months vehicle payment. RCM to generate check request.
ZEHELD	08/10/2009 03:11:26 PM	Note To ccc				850679283; 3VWRJ71K38M [REDACTED] [REDACTED]; VW to EFT 1 months vehicle payment to VCI; total = \$386.07
						Wait check.
CR_BATCH	08/14/2009 04:00:40 AM	Note To ZEHELD				Amount for \$ 386.07 was Posted on 08/13/2009. AP reference number: 40042878

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2008 Jetta Wolfsburg Edition						
	090178620	Recovery	3VWRA71K48M			
SMITHN	07/21/2009 08:40:31 AM	E-Mail To John Hatcher		422567		
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.						Inquiry 422567
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 Late July. RCM to wait on Dealer 422567 email.						Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/21/2009 01:45:47 PM	E-Mail From John Hatcher		422567		
THE CUSTOMER IS NOT IN A LOANER, SHE DID NOT WANT TO PAY FOR THE DIFFERENCE OF THE RENTAL. WE HAVE NOT OFFERED ANY GOODWILL AT THIS TIME. I WAS JUST INFORMED THAT THE PART RELEASE HAS BEEN MOVED BACK TO 8/27/09. RCM to assign to associate for contact.						
SMITHN	07/21/2009 03:04:07 PM	Assigned To MANNAE				
Associate to call CUST.						
ABDULAM	07/22/2009 03:56:07 PM	Voice Mail To				
CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178655	Recovery	3VWRJ71K08M [REDACTED]			<hr/> 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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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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NARDONP	07/21/2009 09:26:27 AM	E-Mail To Robert Linn	402107			
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Robert,

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

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

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

WVWFV71K68W
WVWBA71F58V
WVWHV71K98W
3VWRJ71K08M
3VWCL71K89M
3VWRJ71K98M
WVWFA71F98V

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

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