

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Rochester Hills, MI	48309					
	248-754-3383					
		Wait Service Manager email.				
NARDONP	07/21/2009 03:01:47 PM	E-Mail From John McGowan		402107		
		Customer is in a rental				
		We have offered no assist to any of the listed vin's				
		We have given no due dates to parts				
		Hope this helps				
		RCM to assign to CA.				
NARDONP	07/21/2009 03:02:38 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 04:54:06 PM	Note To ccc				
		Customer phone number is inoperable. RCM to contact dealer to obtain a valid contact number.				
NARDONP	07/22/2009 05:01:12 PM	Call To William		402107		
		RCM advised looking to confirm a contact number for Customer. Service Advisor states the contact Customer left for Dealer 402107 is his work number which is [REDACTED]. CA to review.				
ABDULAM	07/22/2009 05:06:18 PM	Voice Mail To Mr Wssim				
		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

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2008 Jetta A5 2.0T [REDACTED]	090178659	Recovery	3VWRJ71K98M [REDACTED]			inquiry 402107 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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NARDONP	07/21/2009 09:28:31 AM	E-Mail To Robert Linn		402107		

Robert,

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

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

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

WVWFV71K68W
WVWBA71F58V
WVWHV71K98W
3VWRJ71K08M
3VWCL71K89M
3VWRJ71K98M
WVWFA71F98V



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

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Rochester Hills, MI 48309 248-754-3383						
		Wait Service Manager email.				
NARDONP	07/21/2009 03:06:10 PM	E-Mail From John McGowan		402107		
		Customer is not in a rental				
		We have offered no assist to any of the listed vin's				
		We have given no due dates to parts				
		Hope this helps				
		RCM to assign to CA.				
NARDONP	07/21/2009 03:06:40 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 03:44:51 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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2008 Jetta A5 2.0T [REDACTED]	090178693	Recovery	3VWRJ71KX8M [REDACTED]			
NARDONP	07/21/2009 10:04:03 AM	E-Mail To Rich Goodson		402126		inquiry 402126 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
Richard,						

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

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

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

3VWRJ71KX8M [REDACTED]

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

Wait Dealer 402126 email.

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NARDONP	07/23/2009 03:50:14 PM	Call To Courtney		402126		
		RCM advised seeking to know if Customer is in a loaner; if any Goodwill has been offered; if Customer has been provided an ETA for the parts arrival. Service Advisor states the Customer has been in a loaner since 7/10 which is when the part was ordered; no Goodwill has been offered; Customer was provided an ETA of 4-6 weeks from when the part was ordered; Customer seems to be happy but just wants her vehicle fixed. RCM to assign to CA.				
NARDONP	07/23/2009 03:52:04 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:25:45 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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2008 Jetta A5 2.0T [REDACTED]	090178710	Recovery	3VWRJ71K18M [REDACTED]			inquiry 402142 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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NARDONP	07/21/2009 10:17:47 AM	E-Mail To Jason Kuriger		402142		

Jason,

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

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

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

3VWRJ71K18M [REDACTED]

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

Wait Dealer 402142 email.

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NARDONP	07/21/2009 12:51:12 PM	E-Mail From Jason Kuriger		402142		
						<p>1. yes the owner is in a rental car was put in one 7-1-09</p> <p>2. No, we have not offered any goodwill up to this point.</p> <p>3. We do not have an arrival time as of yet.</p> <p>4. n/a</p> <p>CA to follow up.</p>
NARDONP	07/21/2009 02:57:30 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 05:21:32 PM	Voice Mail To [REDACTED]				<p>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.</p>

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2008 Jetta A5 2.0T [REDACTED]	090178711	Customer Relations	3VWRJ71K38M [REDACTED]			Complaint 402130 Pr. Part: 3885-Mechatronics Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
GIROUXS	07/21/2009 10:22:57 AM	Call From [REDACTED]				
<p>Customer states: 60 days ago, brought vehicle to dealer for a transmission issue where it is jerking/hesitating when driving less than 15mph, and is only getting 18mpg; dealer diagnosed vehicle needs a part in the transmission that is electrical, but part is on backorder and dealer doesn't have ETA; customer doesn't know what they diagnosed, or what part was ordered, but dealer advised her that there are a lot of other Jetta owners waiting for the same part, and customer is completely dissatisfied that Volkswagen doesn't have basic transmission parts available; dealer initially had her in a loaner car, but then they told her to bring car back and made her take her car until part comes in, and they assured her vehicle is safe to drive; meanwhile customer has put 1000 miles on the car since problem was diagnosed and is paying more for gas, as well as making car payments on a vehicle that feels unsafe to drive; talked to dealer this morning about how unacceptable this situation is, and they provided CCC number; seeking to get a timeline on when part is coming in and when vehicle will be repaired. CO advised: apologized for vehicle concerns so soon, and understands that it is frustrating for customer to not get answers she's looking for; our dealers are best equipped to answer customers concerns however, and they receive the most up to date information on when a part is coming in; dealer wouldn't have let customer drive away in a vehicle that was unsafe, and CARE can certainly follow up with dealer to confirm this; we can also confirm whatever ordering information they have on the part they ordered and whether or not there is an ETA; will assign to a RCM and RCM will call customer tomorrow by COB. Customer advised: didn't purchase a new car to have to wait for a basic transmission part for 3 months; very dissatisfied with the service Volkswagen has provided and will be waiting for RCM call. CO to assign to RCM.</p>						
GIROUXS	07/21/2009 10:32:58 AM	Assigned To ccc				
<p>Please contact dealer and determine what their diagnosis was on vehicle and whether or not vehicle is safe to drive. Please verify what part was ordered and what the status is on that order. Please contact customer by COB tomorrow. RCM to email dealer.</p>						
NARDONP	07/21/2009 10:50:56 AM	Assigned To NARDONP				
NARDONP	07/22/2009 11:57:19 AM	Voice Mail To Tony Hastings		402130		
<p>RCM LMTRMC. Wait Service Manager call.</p>						

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NARDONP	07/22/2009 12:01:56 PM	Call From Tony Hastings		402130		Service Manager states the vehicle has a mechatronics unit on order since last month. RCM advised if Customer has been provided a loaner vehicle. Service Manager states Customer is not in a loaner. RCM advised if there has been an ETA provided. Service Manager states he will call RCM back with the exact date the part was ordered and will find an ETA. RCM to wait Service Manager call.
NARDONP	07/22/2009 12:10:08 PM	Call From Tony Hastings		402130		Service Manager states the part was ordered on 6/12 and Dealer 402130 has not been provided an ETA. RCM advised if Service Manager has the part # and sales doc #. Service Manager states the part # is 000-325-025-XZD7 and the sales doc # is 1005750568. RCM to call Customer.
NARDONP	07/22/2009 03:59:40 PM	Call To [REDACTED]				RCM advised did look into the concern with Customer vehicle; understand the mechatronics unit is on order and has been for some time; the reason that this part does take so long to arrive, is that it is produced specially for Customer VIN and vehicle; the normal time we see this part to arrive, is 4-6 weeks; we have been seeing parts arrive in late July and early August and that is when we expect Customer part to arrive. Customer states she feels better knowing a little more information on the situation; she is driving the vehicle currently because the transmission concerns are not that bad but she wants to know if it gets worse, would she be able to get a rental/loaner. RCM advised if at any point Customer does not feel comfortable driving the vehicle due to this transmission concern, we will be able to provide Customer with a rental vehicle. No further action.

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2008 Jetta A5 2.0T [REDACTED]	090178725	Recovery	3VWRJ71K78M [REDACTED]			inquiry 402147 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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NARDONP	07/21/2009 10:26:10 AM	E-Mail To Kevin Wales		402147		

Kevin,

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

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

WVWBA71F98V
3VWRJ71K78M
3VWRJ71K28M
3VWRJ71K08M
WVWBA71F18V
3VWRJ71K28M



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

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		Wait Dealer 402147 email.				
NARDONP	07/21/2009 04:34:11 PM	E-Mail From Kevin Wales		402147		
	8M153509 IN LOANER SINCE 06.25.09					
	07.31.09 IS ARRIVAL TIME FOR PART TOLD TO CLIENT					
	NO GOODWILL OFFERED OR CONSIDERED					
	RCM to assign to CA.					
NARDONP	07/21/2009 04:35:18 PM	Assigned To MANNAE				
NARDONP	07/22/2009 04:55:00 PM	Note To CCC				
	Case # 90179985 was established after Customer called regarding the part delays. RCM to review that case for resolution. No further action.					
BAKERCR	07/24/2009 05:27:23 PM	Return Call From [REDACTED]				
	Customer called seeking to speak with RCM; CA to transfer to RCM;					
BAKERCR	07/24/2009 05:28:26 PM	Transfer To NARDONP				
	CA transferred call to RCM voice mail ; RCM to follow up with customer.					
NARDONP	07/27/2009 09:12:16 AM	Note To CCC				
	Reference case # 90179985. No further action.					

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2008 Jetta A5 2.0T [REDACTED]	090178728	Customer Relations	3VWRJ71K28M [REDACTED]			<hr/> Inquiry 402147 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Inquiry 402147 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 55J Outbound

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NARDONP	07/21/2009 10:26:56 AM	E-Mail To Kevin Wales		402147		

Kevin,

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

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3. what, if any, arrival date has been communicated to the customer?
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WVWBA71F98V
 3VWRJ71K78M
 3VWRJ71K28M
 3VWRJ71K08M
 WVWBA71F18V
 3VWRJ71K28M

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

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		Wait Dealer 402147 email.				
NARDONP	07/21/2009 04:35:49 PM	E-Mail From Kevin Wales	402147			
	8M169844 IN LOANER SINCE 6.30.09					
	08.09.09 IS ARRIVAL DATE FOR PART TOLD TO CLIENT					
	NO GOODWILL OFFERED OR CONSIDERED					
	RCM to assign to CA.					
NARDONP	07/21/2009 04:36:34 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 05:28:47 PM	Call To [REDACTED]				
	CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that VW is taking this very serious and his concern is a top priority. CO advised that ETA for part arrival is showing to be 8/09/09. CO seeking to know if Customer is happy with loaner. Customer states he is unhappy on two fronts. Customer states his loaner is a Hyundai Accent and he is unhappy that he has to drive this, but understands. Customer states he is also unhappy that he is paying \$502 a month for a vehicle through VCI and he has no use of the vehicle. Customer states his vehicle has power windows, but his rental has manual windows. CO apologized for experienced and advised Customer as Goodwill VW will credit him one month vehicle payment. Customer states that he is happy and has turned around his experience. CO advised to fax payment coupon to CO and VW will credit one monthly payment. CO advised to continue to make his payment as usual. CO advised if Customer has any questions or concerns to contact VW. Customer thanked CO. Wait Customer fax.					
CAMILOM	07/23/2009 03:22:07 PM	FAX From [REDACTED]				
	Fax in doc center.					
CAMILOM	07/23/2009 03:22:19 PM	Assigned To NARDONP				

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NARDONP	07/23/2009 04:24:40 PM	Note To CCC				
	RCM generated the following: 850770174, 3VWRJ71K28M [REDACTED] [REDACTED], RCM to cover 1 month vehicle payment for time down, Total= \$503.67					
CR_BATCH	07/30/2009 04:00:29 AM	Note To NARDONP				
	Amount for \$ 503.67 was Posted on 07/29/2009. AP reference number: 40039807					

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 10:27:55 AM	E-Mail To Kevin Wales		402147		

Kevin,

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

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

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

WVWBA71F98V
 3VWRJ71K78M
 3VWRJ71K28M
 3VWRJ71K08M
 WVWBA71F18V
 3VWRJ71K28M

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

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
		Wait Dealer 402147 email.				
NARDONP	07/21/2009 04:37:06 PM	E-Mail From Kevin Wales		402147		
		8M188828 CUSTOMER IS DRIVING THEIR CAR				
		NO DATE HAS BEEN PROVIDED FOR ETA				
		NO GOODWILL HAS BEEN OFFERED				
		RCM to assign to CA.				
NARDONP	07/21/2009 04:38:16 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:23:31 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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]	090178733	Recovery	3VWRJ71K28M [REDACTED]			inquiry 402147 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 10:29:38 AM	E-Mail To Kevin Wales		402147		

Kevin,

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

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

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

WVWBA71F98V
 3VWRJ71K78M
 3VWRJ71K28M
 3VWRJ71K08M
 WVWBA71F18V
 3VWRJ71K28M

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

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
		Wait Dealer 402147 email.				
NARDONP	07/21/2009 04:40:16 PM	E-Mail From Kevin Wales		402147		
		8M176745 CUSTOMER WILL BE IN LOANER CAR 07.24.09				
		PARTS ARRIVAL 08.31.09				
		NO GOODWILL OFFERED OR CONSIDERED				
		RCM to assign to CA.				
NARDONP	07/21/2009 04:42:07 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:19:58 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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]	090178778	Recovery	3VWRJ71K98M [REDACTED]			inquiry 402149 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 10:55:36 AM	E-Mail To Glenn Hoffman		402149		

Glenn,

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

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
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.

3VWRJ71K68M
 3VWRJ71K98M
 3VWRJ71KX8M
 3VWFJ71K68M
 WVWFA71F78V

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

Wait Dealer 402149 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 03:28:37 PM	E-Mail From Glenn Hoffman		402149		
						<ul style="list-style-type: none"> 1) In rental 2) No goodwill offered 3) When ordered told up to two months 4) Pertinant info: Not a dealership / manufacturer issue -- vendor backorder
						RCM to assign to CA.
NARDONP	07/21/2009 03:29:15 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:17:16 PM	Voice Mail To [REDACTED]				
						<p>CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</p>

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178779	Recovery	3VWRJ71KX8M [REDACTED]			inquiry 402149 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 10:56:24 AM	E-Mail To Glenn Hoffman		402149		

Glenn,

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

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
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.

3VWRJ71K68M
 3VWRJ71K98M
 3VWRJ71KX8M
 3VWFJ71K68M
 WVWFA71F78V

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

Wait Dealer 402149 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 03:31:38 PM	E-Mail From Glenn Hoffman		402149		
						<ul style="list-style-type: none"> 1) Not in rental / Loaner 2) No goodwill offered 3) When ordered told up to two months 4) Pertinant info: Not a dealership / manufacturer issue -- vendor backorder
						RCM to assign to CA.
NARDONP	07/21/2009 03:32:08 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:13:51 PM	Call To [REDACTED]				
						CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. Customer states he has an appointment with the dealer on Tuesday to have vehicle repaired. 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 A5 2.0L GLI [REDACTED]	090178781	Recovery	3VWFJ71K68M [REDACTED]			inquiry 402149 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 10:57:26 AM	E-Mail To Glenn Hoffman		402149		

Glenn,

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

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
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.

3VWRJ71K68M
 3VWRJ71K98M
 3VWRJ71KX8M
 3VWFJ71K68M
 WVWFA71F78V



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

Wait Dealer 402149 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 03:32:59 PM	E-Mail From Glenn Hoffman		402149		
						1) Not in rental / Loaner 2) No goodwill offered 3) When ordered told up to two months 4) Pertinant info: Not a dealership / manufacturer issue -- vendor backorder RCM to assign to CA.
NARDONP	07/21/2009 03:33:34 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:11:08 PM	Call To Mr Kefallinos				
						Customer states vehicle has been repaired already. 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 A5 2.0T [REDACTED]	090178789	Customer Relations	3VWRJ71K68M [REDACTED]			inquiry 402149 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 11:01:08 AM	E-Mail To Glenn Hoffman		402149		

Glenn,

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

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
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.

3VWRJ71K68M
 3VWRJ71K98M
 3VWRJ71KX8M
 3VWFJ71K68M
 WVWFA71F78V

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

Wait Dealer 402149 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 02:36:43 PM	Note To CCC				ETA at 7/24. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178901	Recovery	3VWRJ71K58M [REDACTED]			
NARDONP	07/21/2009 12:33:07 PM	E-Mail To Mark Strege		402156		
Mark,						inquiry 402156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

3VWRJ71K58M [REDACTED]
3VWRJ71K48M [REDACTED]

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

Wait Dealer 402156 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 12:43:47 PM	Note To CCC				
	Email was returned. RCM to call Dealer 402156.					
NARDONP	07/21/2009 12:44:15 PM	Call To Art		402156		
	RCM advised seeking information on Customer vehicle. Service Advisor states Customer was put into a rental on 7/9; Service Advisor last spoke with Customer last week Tuesday 7/14 and he has been advised of an ETA of 7/27; no Goodwill has been offered to Customer and Service Advisor has been speaking with the husband Rico Asidao who is contacted at 847-201-8322. CA to follow up.					
NARDONP	07/21/2009 02:56:42 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:49:17 PM	Call To Rico				
	Customer states that Dealer called that part arrived and they have repaired the vehicle. Customer states he is out of town right now as we was advised that ETA was 8/7. 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 2.0T [REDACTED]	090178906	Recovery	3VWRJ71K48M [REDACTED]			
NARDONP	07/21/2009 12:33:59 PM	E-Mail To Mark Strege		402156		
Mark,						inquiry 402156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

3VWRJ71K58M [REDACTED]
3VWRJ71K48M [REDACTED]

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

Wait Dealer 402156 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 12:46:43 PM	Call To Nick		402156		
	RCM advised seeking information on Customer vehicle. Service Advisor states Customer is in a rental since 7/8; no Goodwill has been offered to Customer and an ETA of 8/17 was given for the part arrival to Customer. CA to follow up.					
NARDONP	07/21/2009 02:56:08 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:47:39 PM	Voice Mail To Ms Collins				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178930	Recovery	3VWRJ71K18M [REDACTED]			
NARDONP	07/21/2009 12:56:47 PM	E-Mail To Bill Dolan		402172		inquiry 402172 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

3VWRJ71K18M [REDACTED]
3VWRJ71K28M [REDACTED]

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

RCM to wait Dealer 402172 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 03:45:45 PM	Call To Ken		402172		
						RCM advised seeking to know if Customer has been provided a rental vehicle. if any Goodwill has been offered, and if an ETA has been given to Customer. Service Advisor states Customer is not in a rental. no Goodwill has been offered, and he cannot say if Customer was provided an ETA but it is unlikely since Dealer has no updates on the ETA. RCM to assign to CA.
NARDONP	07/23/2009 03:47:04 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:44:27 PM	Call To [REDACTED]				
						CUST states part arrived and they have an APPT with the DLR to repair the VEH. 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 2.0T [REDACTED]	090178935	Recovery	3VWRJ71K28M [REDACTED]			
NARDONP	07/21/2009 12:57:31 PM	E-Mail To Bill Dolan		402172		inquiry 402172 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

3VWRJ71K18M [REDACTED]
 3VWRJ71K28M [REDACTED]

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

RCM to wait Dealer 402172 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 03:43:34 PM	Call To Ken		402172		
RCM advised seeking to know if Customer was in a rental vehicle. Service Advisor states Customer has not been put in a rental. RCM advised if any Goodwill has been offered to Customer. Service Advisor states no Goodwill has been offered. RCM advised if Customer has been given an ETA for when to expect the part. Service Advisor states the part was ordered on 7/10 and Service Advisor told him they usually see a turn around on RED order parts of 2 weeks. RCM advised we mostly see these mechatronics units arrive within 4-6 weeks. RCM to assign to CA.						
NARDONP	07/23/2009 03:45:25 PM	Assigned To MANNAE				
ABDULAM	07/30/2009 12:42:28 PM	Voice Mail To [REDACTED]				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178949	Customer Relations	3VWRJ71K78M [REDACTED]			
NARDONP Tim,	07/21/2009 01:07:35 PM	E-Mail To Tim Ronowski		402182		inquiry 402182 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

WVWFV71K08W [REDACTED]
 3VWRJ71K78M [REDACTED]

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

Wait Dealer 402182 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 02:40:08 PM	Note To CCC				
ETA for 7/24. No further action.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178951	Customer Relations	3VWRJ71K78M [REDACTED]			inquiry 402184 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 01:10:26 PM	E-Mail To Jim Ellis		402184		

Jim,

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

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

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

3VWRJ71K78M [REDACTED]
 WVVBA71F58V [REDACTED]
 3VWRJ71K88M [REDACTED]

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

Wait Dealer 402184 email.

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 02:40:49 PM	Note To CCC				ETA for 7/24. No further action.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178955	Recovery	3VWRJ71K88M [REDACTED]			inquiry 402184 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 01:12:29 PM	E-Mail To Jim Ellis		402184		

Jim,

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

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

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

3VWRJ71K78M
 WVWBA71F58V
 3VWRJ71K88M

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

Wait Dealer 402184 email.

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/22/2009 11:38:23 AM	E-Mail From Larry Cohen		402184		No ETA has been provided to Customer. I have not offered Loaner or goodwill as of today. RCM to assign to CA.
NARDONP	07/22/2009 11:39:54 AM	Assigned To MANNAE				
MANNAE	07/28/2009 12:53:50 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. No further action, wait customer call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178961	Customer Relations	3VWRJ71K78M [REDACTED]			inquiry 402338
NARDONP Marshall,	07/21/2009 01:20:32 PM	E-Mail To Marshall Morill		402338		Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

3VWRJ71K78M [REDACTED]
 Thank You,
 Pete Nardone
 Central Region Case Manager
 Contractor
 Volkswagen of America
 3499 West Hamlin Road
 Rochester Hills, MI 48309
 248-754-3383

Wait Dealer 402338 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 02:41:58 PM	Note To CCC				
ETA for 7/24. No further action.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178966	Customer Relations	3VWRJ71K78M [REDACTED]			inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 01:28:26 PM	E-Mail To John Olson		402408		

John,

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

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

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

3VWRJ71K78M
 WVWHV71K77W
 WVVFA71F77V
 3VWRL71KX9M
 3VWRJ71K28M
 WVVFA71F38V
 WVVBA71F58V

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

Wait Dealer 402408 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 02:42:34 PM	Note To CCC				
ETA for 7/24. No further action.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090178974	Recovery	3VWRJ71K28M [REDACTED]			inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 01:32:29 PM	E-Mail To John Olson		402408		

John,

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

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

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

3VWRJ71K78M
 WVWHV71K77W
 WVVFA71F77V
 3VWRL71KX9M
 3VWRJ71K28M
 WVVFA71F38V
 WVVBA71F58V

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

Wait Dealer 402408 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/22/2009 09:07:46 AM	E-Mail For John Olson		402408		
		Customer not in loaner. No Goodwill has been offered. No ETA has been provided to Customer.				
		RCM to assign to CA.				
NARDONP	07/22/2009 09:08:01 AM	Assigned To MANNAE				
NARDONP	07/23/2009 05:27:00 PM	Note To CCC				
		ETA of 7/24. No further action.				
ABDULAM	07/30/2009 12:36:44 PM	Call To [REDACTED]				
		Customer states he has an appointment with the dealer to have his vehicle repaired. No further action.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090179011	Customer Relations	3VWRJ71K48M [REDACTED]	20,000		Complaint 403234 Pr. Part: 3885-Mechatronics Pr. Rsn: 82E Parts Delay
GIROUXS	07/21/2009 02:06:07 PM	Call From [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
Customer states: vehicle has been down at dealer 403234 waiting for a mechatronics unit for the past two months; dealer doesn't have any idea when part is coming in, and at this point customer is getting a little frustrated; has been provided a loaner, but making \$500 car payments while driving around a car that would be worth about \$200 a month; seeking for information/update/assistance. CO advised: the mechatronics unit is a component that is manufactured for each individual car; it is VIN specific, and can only be made to order; unfortunately this means it isn't a part we can have in stock, and if the part does fail on a vehicle, the manufacturing process can take 6-8 weeks; we can certainly follow up with dealer and confirm the part that was ordered and verify if there is any update regarding when it should be coming in; CO will assign to RCM for review and RCM will call customer by COB tomorrow. Customer thanked, advised that she and husband love her Jetta and always defended Volkswagen in the past, but feeling a little let down right now. CO acknowledged. CO to assign to RCM.						
GIROUXS	07/21/2009 02:10:04 PM	Assigned To ccc				
Please contact dealer and confirm part ordered and verify if there is an ETA for part; customer states unhappy that she is making car payments when she's driving around a cheap little rental. RCM to call customer on cell phone by COB tomorrow. RCM to contact dealer.						
NARDONP	07/21/2009 02:52:59 PM	Assigned To CAMPOSA				
CAMPOSA	07/22/2009 08:54:42 AM	Call To Sherri		403234		
Service Manager advised: vehicle has been at dealership since 6/3/2009; customer is in a rental vehicle. RCM advised: will contact customer to provide a vehicle payment now; with promise of reviewing for additional compensation for time out of her vehicle. RCM to call customer.						
CAMPOSA	07/22/2009 09:02:04 AM	Call To [REDACTED]				
RCM LVMM. RCM advised: seeking to speak with customer regarding her experience with mechatronics unit; looking to turn experience around; if RCM does not hear from customer by this afternoon, RCM will call customer by COB today. RCM to wait 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>
DUBROCN	07/22/2009 01:35:16 PM	Return Call From	[REDACTED]			Customer returning RCM call; if unavailable will take VM. CA to transfer Customer.
DUBROCN	07/22/2009 01:36:46 PM	Transfer To Ann				CA transferred Customer to RCM. RCM to continue conversation.
CAMPOSA	07/22/2009 01:41:39 PM	Continued Comment With	[REDACTED]			RCM advised: we are sorry for the delay in her part; Dealer was very good about expediting this; part is VIN specific; we understand that the customer is in a rental; we know that the customer is very loyal to VW and this has been causing frustration; RCM would like to provide customer with vehicle payment now; and after vehicle is repaired, RCM would like to compensate customer for any additional time out of her vehicle; RCM seeking bank statement; takes 4 weeks to process once paperwork received; will follow up with customer by COB Monday 8/10. Customer advised: very thankful; will fax information tomorrow. RCM to send FYI email to FOM.
CAMPOSA	07/22/2009 01:50:36 PM	E-Mail To Dave Barnes				Model/Model Year: 2008 Jetta In-service Date: 7/15/2008 Mileage: 20k miles What is the concern: Waiting since 6/3/09 for a mechatronics unit. What is the customer seeking: Customer contacted us because she was frustrated that she is waiting two months for this component, all the while she is making vehicle payments on her Jetta. Customer is in a rental currently. As a goodwill gesture, I have advised the customer we will provide a vehicle payment now, and will compensate her for additional time out of the vehicle once the part comes in. Customer was very satisfied Next steps/CARE action: Customer will be sending vehicle payment information to RCM. RCM will follow up with customer by close of business 8/10/09. RCM to call Dealer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MARASHS	07/30/2009 08:46:21 AM	FAX From	[REDACTED]			
	Fax in doc center.					
CAMPOSA	07/30/2009 09:53:48 AM	Note To CCC				
	851164562, 3VWRJ71K48M [REDACTED] [REDACTED] vehicle payment for lengthy wait for repairs. Total = \$514.74 RCM to call Dealer.					
CR_BATCH	08/06/2009 04:00:45 AM	Note To CAMPOSA				
	Amount for \$ 514.74 was Posted on 08/05/2009. AP reference number: 40041108					
CAMPOSA	08/10/2009 08:35:13 AM	Call To Chuck		403234		
	Service Manager unavailable. Service Advisor states: will research vehicle repair and call RCM back. RCM to wait Dealer call.					
CAMPOSA	08/10/2009 09:31:02 AM	Return Call From Chuck		403234		
	Service Advisor states: vehicle's mechatronics unit was installed on Friday 8/7. RCM to advise customer: we would like to provide customer with either an additional vehicle payment or \$525 service voucher. RCM to call customer.					
CAMPOSA	08/10/2009 06:36:41 PM	Call To	[REDACTED]			
	RCM advised: understand that vehicle was returned to customer; seeking to provide customer with either another vehicle payment or a \$525 service voucher good for a year. Customer advised: would like to review with her husband and call CCC back. No further action pending customer call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/21/2009 03:47:58 PM	E-Mail To Boris Chong		423328		

***** Email to boris@chaplins.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K88M [REDACTED]

Reason for Inquiry:

Boris,

Customer states vehicle has been down for an extensive period of time waiting for mechatronics unit. Please advise of when the vehicle came in and the ETA for repairs. Also, let me know if there are any additional days down for any other warranty related concerns. Thanks!

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

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

Thank you in advance for your help.

Darrell Zehel
 (248) 754-3653

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

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

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

RCM to wait Dealer 423328 e-mail.

ZEHELD 07/21/2009 04:05:36 PM E-Mail From Boris Chong 423328

We have been wait for the Mechatronic unit since 6/20 - the ETA has been pushed out every couple weeks - the latest ETA is 8/7 - not acceptable in anyone's standard. We didn't let our customer continue to drive the car because customer is afraid of damaging the transmission (we agreed). If you can push it quicker - we'll all be appreciated. However, we have offered a car payment for customer. FYI.

RCM to call Customer.

ZEHELD 07/22/2009 05:14:40 PM Call To [REDACTED]

RCM advised part is expected to arrive on 8/7; RCM will review Customer request after the part arrives and the vehicle is repaired; seeking to know if Customer is in a loaner vehicle. Customer states has been waiting a very long time for vehicle to be fixed; Dealer 423328 offered a loaner vehicle but Customer didn't need it; seeking to be bought out of the vehicle at this point. RCM advised will call Customer before COB on 8/10 with an update. RCM to close case pending e-mail to Dealer 423328 on 8/7. RCM to e-mail Dealer 423328 on 8/7.

WHEELEK 07/30/2009 12:04:05 PM Call From [REDACTED]

Customer states: seeking to speak with RCM.
 CA to contact RCM.

WHEELEK 07/30/2009 12:06:36 PM Call To Zeheld

CA attempted to contact RCM.
 CA to return to customer.

WHEELEK 07/30/2009 12:06:56 PM Return To [REDACTED]

CA advised: RCM is assisting a customer. Customer states: the part has arrived; he is seeking to have the vehicle replaced. CA advised: will forward additional information to RCM for research, however, VW may not be able to meet his expectation; will receive an update by COB, Friday, 7-31-2009.
 RCM to research.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/30/2009 12:25:12 PM	E-Mail To Boris Chong		423328		

***** Email to boris@chaplins.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K88M [REDACTED]

Reason for Inquiry:

Boris,

Customer called and advised the vehicle has been fixed and returned to him. Please confirm and advise when he took delivery of the vehicle. Could you also tell me when the customer bought the vehicle used and if you guys processed the vehicle payment for him.

Thanks!

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

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

Thank you in advance for your help.

Darrell Zehel
 (248) 754-3653

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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RCM to wait Dealer 423328 e-mail.

ZEHELD	07/30/2009 02:50:20 PM	Call From Boris Chong		423328		
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Service Manager states vehicle was repaired on 7/29; Customer didn't accept vehicle payment that was offered because he was waiting to hear from VW. RCM advised will take care of Customer from CCC and Service Manager should not offer a vehicle payment if Customer asks because we don't want to double dip. RCM to call FOM.

ZEHELD	07/30/2009 02:57:05 PM	Call To Richard Britschgi				
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*Mike Modl on vacation.

FOM states to advise Customer to wait until Monday when FOM, Mike Modl, returns from vacation. RCM to call Customer.

ZEHELD	07/31/2009 03:10:26 PM	Call To [REDACTED]				
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RCM advised still researching in to Customer concerns; seeking to know what options Customer would be willing to entertain such as vehicle payments or service vouchers. Customer states would like to be bought out of the vehicle or would like \$30 per day for the 47 days the vehicle was down; will to discuss options. RCM advised will call Customer before COB Monday with our decision. RCM to call FOM.

ZEHELD	08/03/2009 03:52:34 PM	Note To ccc				
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Customer claims vehicle was down for 47 days whereas information from Service Manager states vehicle was down for 40 days. RCM to e-mail Dealer 423328 to confirm days down.

ZEHELD	08/03/2009 03:53:19 PM	E-Mail To Boris Chong		423328		
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RCM seeking to know when vehicle came in for initial mechatronic issue. RCM to wait Dealer 423328 e-mail.

ZEHELD	08/03/2009 03:54:08 PM	E-Mail From Boris Chong		423328		
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Car came in on 6/12/09. Ordered part on 6/17/09. Turn red order on 6/20/09.

vehicle down for 48 days total. 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>
MULLINT	08/03/2009 05:05:05 PM	Call From	[REDACTED]			(RCM taking calls in queue) Customer states seeking to speak with RCM. RCM advised original RCM may not be available; he may be assisting other customers; advised seeking if he would like RCM voicemail if he is not available. Customer states he would like to know if RCM has an email address that he would be able to send something to. RCM advised we do not have email addresses. RCM to transfer to RCM voicemail.
MULLINT	08/03/2009 05:06:55 PM	Transfer To Darrell				RCM transferred customer to voicemail. RCM to follow up.
ZEHELD	08/03/2009 05:29:33 PM	Call To Mike Modl				RCM advised of Customer situation and request. FOM states will call Dealer 423328 Service Manager and e-mail RCM back. RCM to wait FOM e-mail.
ZEHELD	08/03/2009 05:32:11 PM	Voice Mail From	[REDACTED]			Customer LMTRMC @ [REDACTED] RCM to wait FOM e-mail.
ZEHELD	08/03/2009 07:52:32 PM	Return Call From Mike Modl				FOM states to offer Customer \$500 in Dealer service or a check for \$500 for shopping spree. RCM to call Customer.
MANNAE	08/03/2009 07:57:05 PM	Voice Mail To	[REDACTED]			RCM backup LMTRMC. RCM wait customer call.
MULLIGM	08/04/2009 12:09:12 PM	Call From	[REDACTED]			Customer states seeking RCM; CA to transfer to RCM.
MULLIGM	08/04/2009 12:10:25 PM	Transfer To Darrell				RCM available; CA transfers Customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	08/04/2009 12:18:33 PM	Continued Comment With	[REDACTED]			
		RCM advised will be able to offer \$500 in Dealer services or a check for \$500 for a shopping spree, food, or vacation; will not meet expectations to buy the vehicle back. Customer states is dissatisfied with offer; should get the \$30 a day for the rental vehicle that was not utilized; is done with VW; seeking VW to provide rental while Customer tries to sell the vehicle; seeking RCM to send check for \$500; will then file a complaint with the attorney general; seeking Supervisor call back. RCM advised cannot offer \$30 a day for the time the vehicle was down; rental is a provision of the warranty; \$500 is out final offer at this time; Supervisor will not provide different decision; will not provide a rental as vehicle has been repaired; will send check and it will take 4-6 weeks to arrive. RCM to generate check request.				
ZEHELD	08/04/2009 12:41:55 PM	Note To ccc				
		3VWRJ71K88M [REDACTED] [REDACTED]; VW to send customer check for dinner/shopping spree; total = \$500.00				
		Wait check.				
CR_BATCH	08/08/2009 04:00:23 AM	Note To ZEHELD				
		Check # [REDACTED] for amount \$ 500.00 mailed on 08/07/2009				

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 A5 2.0T [REDACTED]	090179171	Recovery	3VWRJ71K68M [REDACTED]			inquiry 402902 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 04:19:09 PM	E-Mail To Steve Partyka		402902		

Steve,

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

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

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

WVWKC71K78W
 3VWRJ71K68M
 WVWFA71F98V

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

Wait Dealer 402902 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 05:27:31 PM	E-Mail From Steve Partyka		402902		
	187229	CUSTOMER IN LOANER,NO GOODWILL,NO ETA				
		RCM to assign to CA.				
NARDONP	07/21/2009 05:27:53 PM	Assigned To MANNAE				
ABDULAM	07/23/2009 11:17:24 AM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090179182	Recovery	3VWRJ71K98M [REDACTED]			
NARDONP Joe,	07/21/2009 04:24:54 PM	E-Mail To Dave Courtad		403083		inquiry 403099 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

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

3VWRJ71K98M [REDACTED]

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

Wait Dealer 403099 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/21/2009 06:02:05 PM	E-Mail From Josh Courtad		403083		Customer has been provided a loaner vehicle since 7/9/09. No goodwill has been offered but Customer is very happy with the loaner Dealer has provided. Customer was told the ETA for the part would be approximately 6 weeks from 7/10/09. Client is very happy we were able to identify the concern, get the part ordered (even though it is 6 weeks out) and gave him a car to drive. Said his family owns and has owned several VW and always will. RCM to assign to CA.
NARDONP	07/21/2009 06:04:38 PM	Assigned To MANNAE				
ABDULAM	07/23/2009 11:33:30 AM	Voice Mail To [REDACTED]				CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

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 [REDACTED]	090179266	Recovery	3VWRA71K28M [REDACTED]			inquiry 408091 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/21/2009 06:03:32 PM	E-Mail To Greg Kostopoulos		408091		

ACTION REQUIRED: Mechatronic update ; 408091

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRA71K28M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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RCM to wait dealer email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/28/2009 08:02:12 AM	E-Mail From Greg		408091		
		Hello				
		No,no,10/30 days,7/10/09,no,none RCM to assign to CO.				
MULLINT	07/28/2009 08:03:42 AM	Assigned To MANNAE				
		Reassigned for handling.				
ABDULAM	07/30/2009 11:45:25 AM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. Customer states he has an appointment with the Dealer on Tuesday to have vehicle repaired. CO thanked Customer. No further action.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090179278	Customer Relations	3VWRJ71K08M [REDACTED]	10,000		<hr/> Inquiry 408376 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound <hr/> Inquiry 408376 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/21/2009 06:19:48 PM	E-Mail To Dave Craig		408376		

ACTION REQUIRED: Mechatronic update ; 408376

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K08M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/28/2009 08:05:15 AM	E-Mail From Dave Craig		408376		
		loaner yes goodwill no yes middle of august part ordered 7/7/09 fom yes did you read letter came out Friday ???				
		408 376 dave craig				
		RCM to assign to CO.				
MULLINT	07/28/2009 08:07:36 AM	Assigned To MANNAE				
		Reassigned for handling.				
ABDULAM	07/30/2009 11:19:55 AM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that ETA for part is 8/7. Customer states they are unhappy with downtime of vehicle and his wife is driving a Suzuki. CO advised that VW can offer Customer 1 month vehicle payment. CO advised VW can contact Dealer and review possibly upgrading Customer rental vehicle. Customer seeking for VW to provide 2 months vehicle payment of an extended warranty on their transmission. CO advised VW will not be able to meet Customer request for 2 vehicle payment or an extended warranty on the transmission. CO states he accepts the vehicle payment and their vehicle payment is \$500 and some change. CO advised to continue to make payments as normal and he will see that one of his vehicle payments will be credited. CO advised to fax payment coupon or mail payment coupon to CCC. No further action.				
MARASHS	07/30/2009 04:06:38 PM	FAX From [REDACTED]				
		Fax in doc center.				
MARASHS	07/30/2009 04:09:25 PM	Assigned To MULLINT				

Note: Does not include program 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	07/31/2009 08:45:26 AM	Note To CCC				
	850612500, 3VWRJ71K08M					VW to EFT customer VCI account in the amount of one month vehicle payment. Total EFT \$522.39. RCM to wait check.
CR_BATCH	08/06/2009 04:00:45 AM	Note To MULLINT				
	Amount for \$ 522.39	was Posted on 08/05/2009.				AP reference number: 40041109

Note: Does not include program 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 [REDACTED]	090179285	Recovery	3VWRA71K88M [REDACTED]			inquiry 408057 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/21/2009 06:25:54 PM	E-Mail To David Delaney		408057		

ACTION REQUIRED: Mechatronic update ; 408057

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRA71K88M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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RCM to wait dealer email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	08/03/2009 11:24:37 AM	Voice Mail To Frank Marcello		408057		
		RCM LVMM: advised seeking to speak with him regarding mechatronic case. RCM to wait Service Manager call.				
MULLINT	08/03/2009 11:59:12 AM	Return Call From Frank Marcello		408057		
		SM advised this vehicle was done Friday. 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 A5 2.0T [REDACTED]	090179288	Recovery	3VWRJ71K48M [REDACTED]			inquiry 408056 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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

<u>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 06:31:18 PM	E-Mail To Ian Waters		408056		

ACTION REQUIRED: Mechatronic update ; 408056

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K48M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/22/2009 08:13:54 AM	E-Mail From Ian Water		408056		
<p>Hello, The customer is in a loaner vehicle since 07/11/09 since the car is not really safe to drive the way it surges and bucks. We haven't offered any goodwill so far. We have not given [REDACTED] a date when the part will arrive as it keeps changing, our Parts on command printout from the 18th says ETA 08/23/09. Order no. 1005717113. This unit was ordered 06/02/09 - it was actually ordered for another customer , we ended up replacing that customers's complete transmission with a new unit per our FOM Tony Schummel. When [REDACTED] came in we contacted the Tech Helpline and were told to replace his Mechatronic unit. We told them of this unit ordered and they said we could use it for his when it arrives. Tony is aware of the situation also for [REDACTED]. So far [REDACTED] is understanding and patient with the progress, but if he doesnt have his car for another month that could change. Thanks, Ian</p> <p>RCM to assign to CA.</p>						
MULLINT	08/03/2009 12:06:22 PM	Assigned To MANNAE				
<p>Reassigned for handling.</p>						
MANNAE	08/03/2009 05:48:44 PM	Voice Mail To [REDACTED]				
<p>CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</p>						

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

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]	090179686	Recovery	3VWRJ71K98M [REDACTED]			inquiry 408070 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/22/2009 08:18:10 AM	E-Mail To Greg Andrew		408070		
ACTION REQUIRED: Mechatronic update ; 3VWRJ71K98M [REDACTED]						

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K98M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

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RCM to wait dealer email.

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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>
MULLINT	08/04/2009 03:43:45 PM	Call From Greg		408070		
						This vehicle was completed today. The owner has been notified No loaner No Goodwill Part was ordered 7/1/09 red order no FOM part arrived yesterday 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 [REDACTED]	090179688	Recovery	3VWRA71KX8M [REDACTED]			inquiry 401206 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/22/2009 08:19:49 AM	E-Mail To Ray Massey		401206		
ACTION REQUIRED: Mechatronic update ; 3VWRA71KX8M [REDACTED]						

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRA71KX8M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	08/03/2009 03:25:16 PM	Call To John		401206		
	(Service Manager is new) RCM advised seeking update for Mechatronics case. Service Manager advised the part arrived on Friday; advised he does not believe that the customer has been contacted; advised the customer is not in a loaner vehicle and there has not been any Goodwill offered. RCM to assign to CO.					
MULLINT	08/03/2009 03:33:26 PM	Assigned To MANNAE				
	Reassigned for handling.					
MANNAE	08/03/2009 05:54:40 PM	Call To [REDACTED]				
	CO spoke with customer and apologized for her inconvenience, advised understand part has come in and inquired if appointment was scheduled, inquired if there are any questions I can answer for customer. Customer states dropped vehicle off today and everything is fine, thanked for call. No further action.					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090179691	Recovery	3VWRJ71K28M [REDACTED]			inquiry 408060 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/22/2009 08:22:10 AM	E-Mail To Reinert Angle		408060		
ACTION REQUIRED: Mechatronic update ; 3VWRJ71K28M [REDACTED]						

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K28M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

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RCM to wait dealer email.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/22/2009 09:27:54 AM	E-Mail From Ray Angle		408060		
		Tronda, 1. Client is NOT in a loaner. 2. No goodwill has been offered. 3. No part time has been promised other than "2 to 3 weeks until part arrives" which was stated on 7.1.09 4. Part has been ordered. 5. FOM has not been involved. 6. No other client issues. Thanks,				
		Ray Angle RCM to assign to CA.				
MULLINT	07/22/2009 09:29:39 AM	Assigned To MANNNAE				
		Reassigned for handling.				
MANNNAE	07/28/2009 10:59:11 AM	Call To Ms. [REDACTED]				
		CO attempted to call home number and voicemail box wasn't set up yet, called business number and left message advising CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer 408060 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]	090179693	Recovery	3VWRJ71K48M [REDACTED]			inquiry 409117 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/22/2009 08:26:28 AM	E-Mail To Becky Fletcher		409117		
***** Email to bfletcher@cookautomotive.com; *****						
ACTION REQUIRED: Seeking Vehicle Repair Update						

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K48M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo
(248) 754-3310

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ISTIFOV	07/22/2009 11:28:14 AM	Call From Becky Fletcher		409117		
		Service Manager advised the ETA for this part is 8/10/09, customer is still driving the vehicle, has not asked for any compensation although is frustrated with the wait time. CO to call customer.				
ISTIFOV	07/22/2009 11:41:14 AM	Assigned To MANNAE				
		CO to call customer.				
MANNAE	07/28/2009 12:16:32 PM	Call To [REDACTED]				
		CO spoke with customer and he provided customer cell phone and work phone, stated to call her in about 1/2 as she is on lunch or later at her desk. CO to call customer.				
MANNAE	07/28/2009 03:41:02 PM	Call To [REDACTED]				
		CO spoke with customer and she stated she was on the phone with a customer and to call her back after 5 at home number. CO to call customer.				
MANNAE	07/28/2009 05:56:31 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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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 [REDACTED]	090179745	Recovery	3VWRJ71K48M [REDACTED]			inquiry 423344 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/22/2009 09:27:03 AM	Assigned To ZEHELD				
RCM to send mechatronic email to Dealer 423344.						
ZEHELD	07/23/2009 01:01:55 PM	E-Mail To Jerry Podgorski			423344	
We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.						
Customer Name: [REDACTED]						
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71K48M [REDACTED]						
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner?						
2) Have you offered any goodwill?						
3) What part arrival time has been communicated to the customer?						
4) Other pertinent information that you think we should be aware of?						
If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
Thank you in advance for your help.						
RCM to wait Dealer 423344 e-mail.						
ZEHELD	07/23/2009 02:22:32 PM	E-Mail From Jerry Podgorski			423344	
This customer is in a loaner car and his part should be here by the end of next week. We call and offer a payment on his vehicle.						
RCM to assign to outbound project CO.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/23/2009 02:23:15 PM	Assigned To MANNAE				
		CO to call Customer.				
MANNAE	07/28/2009 06:38:11 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090179752	Customer Relations	3VWRA71K88M [REDACTED]	20,000		Complaint 408152 Pr. Part: 3885-Mechatronics Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
NESTORD	07/22/2009 09:44:21 AM Call From [REDACTED]		Customer states: while at stop the vehicle is jumping forward; took vehicle to Dealer 408152 for diagnosis; working with Service Manager at Dealer; Dealer advised would need a part for the transmission and would take a couple of weeks to receive part; waiting for part for month and a half Dealer advised parts were backordered; Customer contacted Dealer and was advised that part would not be in until 8/7/09 as the part is VIN specific and being made; asked Dealer for loaner Dealer advised vehicle was fine to drive; vehicle is now getting poor gas mileage and using the a/c causes the vehicle to jump forward more. Customer seeking: to get parts as soon as possible; if cannot repair car soon wants another vehicle. CO advised: cannot guarantee we will be able to assist; will escalate Customer concern to RCM for further review; RCM will contact Customer by COB 7/23/2009 at phone number 716-691-5700 ext. 3337 after 12:00pm until 5:00pm. CO to assign to RCM.			
NESTORD	07/22/2009 10:00:14 AM Assigned To RCM		Customer states: vehicle jumping forward while stopped; Dealer 4085152 ordered parts month and a half ago; Dealer advised parts would be in 8/7/09. Customer seeking: parts as soon as possible; if not possible wants a new car. CO advised: will escalate to RCM for further review: RCM will contact Customer by COB 7/23/2009 at phone number [REDACTED] after 12:00pm until 5:00pm. RCM to review			
EDWARDAM	07/22/2009 10:03:28 AM Assigned To EDWARDAM					

Complaint 408152
Pr. Part: 3885-Mechatronics
Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)

Complaint 408152
Part: 3885-Mechatronics
Rsn: 31G Surging

Complaint 408152
Part: 3885-Mechatronics
Rsn: 03K Dealer
participates denied loaner campaign

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

09/23/2009

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


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

EDWARDAM 07/22/2009 10:03:31 AM E-Mail From Bob McLoughlin

From: McLoughlin, Robert
Sent: Wednesday, July 22, 2009 9:54 AM
To: Edwards, Amanda
Subject: Fw: Mechatronics-Memo.doc
Importance: High

From: Jim Swider <j.swider@northtownauto.com>
To: McLoughlin, Robert
Cc: Jason Miller <j.miller@northtownauto.com>
Sent: Wed Jul 22 09:52:06 2009
Subject: RE: Mechatronics-Memo.doc

Bob, can you please have someone call these upset customers as per the memo? These ones right now are the 3 hottest ones.

 02e-325-025-ad-zda order # 1005755831 eta 8/7

Thanks,
Jim

Jim Swider | Parts Manager | northtown Toyota VW Scion | Office 716 836.4600 ext 140 | Fax 614.3806

RCM to e-mail 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>
EDWARDAM	07/28/2009 10:31:02 AM	Call To Jason Miller (Asst. SM)		408152		
		RCM advised seeking if this Customer was placed in a rental or loaner vehicle. Service Advisor advised is not sure about this one and would refer RCM to contact Service Manager about this one. RCM to contact Dealer 408152.				
EDWARDAM	07/28/2009 02:09:15 PM	Voice Mail To Mike Klis		408152		
		RCM LMTRMC. RCM advised seeking to verify if alternative transportation will be provided to Customer. RCM to wait Dealer 408152 call.				
EDWARDAM	07/28/2009 04:16:55 PM	Call From Jason Miller (Asst. SM)		408152		
		Service Advisor advised they received the mechatronic unit for this vehicle and he will bringing his vehicle in Saturday to hopefully have it completed by that date. RCM to follow up with customer.				
GENERAM	07/28/2009 04:50:49 PM	Voice Mail To [REDACTED]				
		LVMM advising customer of mechatronic to arrive this Saturday, repair should be completed that day; customer can call CCC if he has further questions. RCM to review and close.				
GENERAM	07/28/2009 04:57:42 PM	Note To Amanda				
		RCM to review and close.				
EDWARDAM	07/29/2009 08:27:07 AM	Note To CCC				
		Case reviewed. No Further Action, pending Customer call.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T ██████████	090179755	Customer Relations	3VWRJ71K08M██████████			
SMITHN	07/22/2009 09:44:11 AM	Assigned To ZEHELD				
	RCM to send mechatronic email to Dealer 423328.					inquiry 423328 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/23/2009 12:25:04 PM	E-Mail To Boris Chong		423328		
	We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.					Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer Name: ██████████					
	Model Year/Model: 2008 Jetta					
	VIN: 3VWRJ71K08M██████████					
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner?					
	2) Have you offered any goodwill?					
	3) What part arrival time has been communicated to the customer?					
	4) Other pertinent information that you think we should be aware of?					
	If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.					
	Thank you in advance for your help.					
	RCM to wait Dealer 423328 e-mail.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/23/2009 01:08:48 PM	E-Mail From Boris Chong		423328		
		1) YES				
		2) NO				
		3) mid August				
		4) Customer Irritated - Don't call for CES survey. We have not offer anything.				
		RCM to assign to outbound project CO.				
ZEHELD	07/23/2009 01:11:54 PM	Assigned To MANNAE				
		*Service Manager warned that Customer is irritated and was not contacted for CES survey. CO to review.				
MANNAE	07/28/2009 04:55:34 PM	Call To [REDACTED]				
		CO spoke with customer and apologized for her inconvenience with part status, inquired if loaner was ok, advised dealership has set this as a high priority and is taking the right steps to get part to get vehicle repaired and operating to manufacturer specifications, advised this is not normal and should repairs be needed to vehicle we would like it to be done in little inconvenience as possible. Customer states she is ok and loaner is fine, and understand that part is on back order. CO offered customer one month vehicle payment for inconvenience, asked to fax copy of vehicle statement and CCC will credit her account process will complete in 7-10 days, but transaction may take up to 3 weeks to post on VW Credit account. Customer states her payment is \$345.00, thanked for assistance. No further action, wait customer mail.				
MARASHS	07/29/2009 09:24:58 AM	FAX From [REDACTED]				
		Fax in doc center.				
MARASHS	07/29/2009 09:28:29 AM	Assigned To ZEHELD				
ZEHELD	07/29/2009 11:38:00 AM	Note To ccc				
		RCM to generate check 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>
ZEHELD	07/29/2009 11:42:50 AM	Note To ccc				
	851514678; 3VWRJ71K08M					; VW to EFT 1 vehicle payment to VCI due to wait for repairs; total = \$344.26
						Wait check.
WHEELEK	07/29/2009 04:26:11 PM	Call From				
						Customer states: seeking an update; was advise to fax copy of payment stub for a vehicle credit. CA advised: dealer are receiving parts soon; her faxed was received; she should continue to make her payments; may contact VCI regarding posting of credit. RCM to wait for EFT processing.
CR_BATCH	08/01/2009 04:00:28 AM	Note To ZEHELD				
						Amount for \$ 344.26 was Posted on 07/31/2009. AP reference number: 40039996

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

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

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

2008 Jetta A5 2.0T

[REDACTED]	090179872	Recovery	3VWRJ71K28M [REDACTED]			inquiry 419118
SMITHN	07/22/2009 11:33:58 AM	Assigned To ZEHELD				Pr. Part: 3885-Mechatronics
	RCM to send mechatronic email to Dealer 419118.					Pr. Rsn: 55J Outbound

ZEHELD 07/23/2009 02:18:41 PM E-Mail To Dan Pehrson 419118

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K28M [REDACTED]

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

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

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

Thank you in advance for your help.

RCM to wait Dealer 419118 e-mail.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	07/23/2009 04:09:44 PM	E-Mail From Dan Pehrson		419118		<ol style="list-style-type: none"> 1. The customer is in a rental 2. We have not offered any goodwill at this time. 3. We have told the customer the ETA is mid August. 4. No other info at this time. Thank you, Dan Pehrson 419118 RCM to assign to outbound CO.
ZEHELD	07/23/2009 04:26:39 PM	Assigned To MANNAE				CO to call Customer.
ABDULAM	07/30/2009 02:08:38 PM	Call To [REDACTED]				Phone number is for a fax. CO to call dealer.
ABDULAM	07/30/2009 02:09:11 PM	Call To Neil		419118		Service Advisor states vehicle has been repaired and picked up. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090179888	Customer Relations	3VWRJ71K08M [REDACTED]			
PABSTM	07/22/2009 02:01:56 PM	E-Mail To ellen Becker		406404		
	Email of Mechatronic questions sent to dealer 406404. RCM to wait dealer email.					inquiry 406404 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
PABSTM	07/22/2009 03:18:03 PM	E-Mail From ellen becker		406404		
	Hi michele, As of this morning the ETA for this mechatronic unit has been changed to Aug 7th. It was previously July 31st. Customer is/has been in a loaner. I am also doing an oil change/state inspection service goodwill for him since his vehicle has been down. Ellen Becker Service Manager H.A.Boyd Volkswagen Tel: 717-273-9385 Fax: 717-376-0301 haboydservice@dejazzd.com www.haboydvw.com RCM to assign to CO.					
PABSTM	07/22/2009 03:23:26 PM	Assigned To MANNAE				
	CO to call the customer.					
MANNAE	07/28/2009 01:09:48 PM	Call To [REDACTED]				
	CO attempted to call customer and home phone gave beeping signal and business number is for PSCCU. CO to attempt to locate customer number.					
MANNAE	07/28/2009 01:15:15 PM	Call To ellen		406404		
	SM provided customer cell phone number. CO to call customer.					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	07/28/2009 01:18:16 PM	Voice Mail To	██████████			
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer 406404 or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090179985	Customer Relations	3VWRJ71K78M [REDACTED]	16,000		Complaint 402147 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
GIROUXS	07/22/2009 01:09:00 PM	Call From [REDACTED]				Complaint 402147 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: T01 Auto/Hybrid - Shifts roughly
<p>Customer states: purchased vehicle a little over a year ago; already been to dealer 3 times for major component failure, and now again it is down at the dealer; when vehicle originally went in, dealer advised that part would come in to 2-3 weeks; conveniently, dealer called two days after customer had been a year into warranty to advise that part wasn't coming in until 7/31/09; very angry that now that dealer tells him his car will be down at least 45 days before it's repaired, it is too late to file for lemon law; had concerns before with the rough downshifting and they were never able to diagnose it. CO Advised: apologized for unsatisfactory vehicle experience; advised that we at CARE are not trained in lemon law, but certainly if customer has request of manufacturer we can review request, with no guarantee of meeting expectations; our goal is to repair vehicle under warranty. Customer state: just really mad that dealer didn't tell him about how long the part would take until it was too late to file lemon law. CO advised: understands that, but seeking to know what customer would like VW to do. Customer states: if VW wants to keep him a happy customer, they can start by paying for the parts and labor for a repair that customer needs due to wife hitting debris on the freeway; if Volkswagen doesn't make this right he will never buy another Volkswagen again. CO Advised: pretty sure we won't be able to meet that expectation; due to time customer has been without a vehicle and the previous concerns, CO will assign RCM to review customer's case further and see if any assistance can be provided to make situation a little better; RCM will call customer by COB tomorrow. Customer thanked. CO to assign to RCM.</p>						
GIROUXS	07/22/2009 01:16:46 PM	Assigned To ccc				
<p>Please review vehicle history as well as current concerns with dealer and determine if any assistance is warranted due to inconveniences/time down. Customer made specific request for VW to assist with repairs he's having due to outside influence. Customer seeking call on cell phone after noon tomorrow. RCM to call dealer.</p>						
CAMPOSA	07/22/2009 01:57:21 PM	Assigned To NARDONP				
NARDONP	07/23/2009 10:20:42 AM	Call To Kevin Wales		402147		
<p>RCM advised seeking an update on Customer vehicle. Service Manager states Customer vehicle is down for a mechatronics delay but there is also another reason the vehicle is down; the vehicle has severe radiator and core support damage from some outside influence; Customer has not yet authorized the repairs and believes he is looking for VW to assist with the repairs because of the part delay; he will have to get all the information on the repairs and call RCM back. Wait Service Manager call.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 10:57:24 AM	Call From Kevin Wales		402147		Service Manager states the vehicle was brought in for an A/C issue and a transmission shift concern; Dealer 402147 diagnosed the mechatronics unit and when they got into the vehicle they saw all the radiator damage; the Customer was going to authorize the repairs but held off when the damage was found to be much more extensive than originally thought; the repairs to the radiator and other components will total about \$4000; he does not know if Customer is going through his insurance or what but he has yet to give any authorization for repairs. RCM advised Customer mentioned he was seeking assistance with that repair since the mechatronics unit has been delayed for so long; RCM will handle the mechatronics unit separate from the radiator issues; will likely offer a vehicle payment for the delay but will not assist with the radiator repairs. RCM to call Customer.
NARDONP	07/23/2009 05:04:19 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advise will offer a vehicle payment for the time down but will not be able to assist with the radiator concerns. Wait Customer call.
HOFFMAB	07/24/2009 10:51:19 AM	Call From [REDACTED]				Customer returning call. CA to transfer to RCM.
HOFFMAB	07/24/2009 10:51:47 AM	Call To associate				RCM not available. CA to return to customer.
HOFFMAB	07/24/2009 10:52:06 AM	Return To [REDACTED]				CA advised RCM not currently available. CA to return to customer.
HOFFMAB	07/24/2009 10:53:04 AM	Return To [REDACTED]				CA advised RCM not available, but she will alert him to his call. RCM to call customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/24/2009 12:24:53 PM	Call To [REDACTED]				
<p>RCM advised following up regarding the concerns with Customer vehicle; understand that the vehicle has been down for a while due to a mechatronics unit on Backorder and a concern with the radiator and core support; unfortunately RCM will not be able to meet Customer request for assistance with the radiator repairs but can offer a vehicle payment for the time the vehicle has been down. Customer states his main concern is not the time the vehicle has spent down, it is the fact that the vehicle was brought in 3 previous times for this shifting issue and only recently they found the concern; he also has had multiple other repairs to the vehicle; he feels that Dealer 402147 was just waiting for him to go outside of Lemon Law so he could not file a claim; he appreciated the payment offer but that does not resolve his concerns; the vehicle is unreliable and he wants VW to replace the vehicle. RCM advised will be able to look into that request but will need to follow up with Dealer and research the repair history; will follow up with Customer by COB Tuesday 7/28. RCM to call Dealer 402147.</p>						
NARDONP	07/24/2009 12:37:49 PM	Call To Kevin Wales		402147		
<p>RCM advised seeking the repair history on Customer vehicle. Service Manager states the following:</p> <p>7/15/08 @ 464 miles-- fan motor was replaced and Customer complained of a rough down shift which was not duplicated.</p> <p>9/15/08 @ 4000 miles-- Fuel pump was replaced.</p> <p>12/30/08 @ 8914-- Customer complained of the shifting issue and Dealer 402147 replaced the connectors on the throttle control; the vehicle was down for 5 days.</p> <p>1/09 @ 10,000 miles-- Customer came in for a 10K service and Dealer noticed the damage to the core support and bumper, but Customer declined.</p> <p>6/30/09 @ 16,000 miles-- Customer brought the vehicle in for this mechatronics issue and the damaged radiator.</p> <p>RCM advised will be contacting FOM since Customer is seeking an replacement vehicle and will follow up with Service Manager with a decision. RCM to call FOM.</p>						
NARDONP	07/24/2009 12:50:53 PM	Voice Mail To Ed Pohl		402147		
<p>RCM LMTRMC. Wait FOM call.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/24/2009 02:31:10 PM	Call From Ed Pohl				RCM advised FOM of repair history and the mechatronics unit delay; also mentioned the issues with the radiator damage and that Customer was seeking an replacement vehicle. FOM states in order for any replacement to be considered, the vehicle would need to be put back to its original condition which would require the radiator repairs to be completed at Customer expense; this vehicle is not one we would consider replacement with the age and mileage and feels a vehicle payment is a good offer. RCM to call Customer.
NARDONP	07/24/2009 05:04:05 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM to advise: we will not replace the vehicle and will offer a 1 month vehicle payment. RCM to wait Customer call.
CALDWEM	07/24/2009 05:54:18 PM	Return Call From [REDACTED]				Customer states returning the RCM call, VM offered, CA attempt to contact the RCM.
CALDWEM	07/24/2009 05:54:48 PM	Transfer To NARDONP				CA transfers to RCM VM, RCM continues with Customer.
NARDONP	07/27/2009 09:46:56 AM	Voice Mail From [REDACTED]				Customer LMTRMC. RCM to call Customer.
NARDONP	07/27/2009 11:11:15 AM	Call To [REDACTED]				RCM advised we will not be able to meet Customer request to replace the vehicle and will still remain with the offer to cover a 1 month vehicle payment; Customer will need to fax in a copy of the vehicle payment and RCM will cover an upcoming payment. Pending Customer fax, no further action.
WILLIAC2	07/30/2009 09:26:52 AM	FAX From [REDACTED]				Fax in doc center.
NARDONP	07/30/2009 09:36:05 AM	Note To CCC				RCM generated the following: 850988670, 3VWRJ71K78M [REDACTED] [REDACTED] RCM to cover 1 month vehicle payment for time down, Total= \$358.20

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>
CR_BATCH	08/06/2009 04:00:45 AM	Note To NARDONP				
	090180094	Recovery	3VWRJ71K78M			
NARDONP	07/22/2009 02:29:17 PM	Note To CCC				inquiry 402112
		vehicle is owned by Service Manager at Dealer 402112. No further action.				Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
NARDONP	07/22/2009 02:34:55 PM	Assigned To CAMPOSA				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180120	Customer Relations	3VWRJ71K58M [REDACTED]	14,000		Complaint 409220 Pr. Part: 3511-Mechatronic Pr. Rsn: 31G Surging
SHORTK	07/22/2009 02:52:23 PM	Call From [REDACTED]				
Customer states 1st VW, leased thru VCI -payments \$373.55, no extended service contract, working with Mike Smith, seeking 2 VEH payments due to downtime or replace VEH. Customer states VEH was hesitating and driving like a stick shift. Customer states VEH has been down since 06/04/09. CO advised customer our primary goal is to repair the VEH under the warranty terms. CO advised customer RCM would evaluate his request with no guarantee. CO to escalate to RCM.						
SHORTK	07/22/2009 02:56:39 PM	Assigned To ccc				
Customer seeking 2 VEH payments or vehicle to be replaced due to downtime. RCM to email DLR 409220						
HEARNSN	07/22/2009 03:10:12 PM	Assigned To HEARNSN				
HEARNSN	07/23/2009 01:43:23 PM	Call To Kevin		409220		
RCM called Dealer and requested to speak to Service Manager in regards to part order. Service Advisor states that Service Manager is not available; states that Dealer received Technical Bulletin regarding national backorder for part; part ordered on 06/08/2008; should be in any day. RCM advised issue is not due to national backorder, but part order process for mechatronic is component built VIN specific. RCM to call customer.						
GENERAM	07/23/2009 05:29:39 PM	Voice Mail To [REDACTED]				
LVMM. Please advise customer of RCM's previous case notes. Wait customer's call.						
CALDWEM	07/24/2009 10:50:25 AM	Return Call From [REDACTED]				
Customer states returning call, VM offered, CA attempt to contact the RCM						
CALDWEM	07/24/2009 10:52:09 AM	Transfer To HEARNSN				
CA transfer call to VM, RCM continues 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>
ABDULAM	07/27/2009 09:44:08 AM	Call To [REDACTED]				CA advised that part is on Backorder and is VIN specific. CA advised that ETA for part could be end of July or the first part of August. Customer states she understands the situation with the part. Customer seeking a different vehicle if vehicle is not repaired by this week. Customer states they are paying on a lease and for satellite radio on a vehicle they have not had use of for 2 months. Customer states they have been in a loaner for 2 months. CA advised VW can review request once vehicle has been repaired, but VW will follow up with Customer with an update either 7/29 or 7/30. RCM to follow up.
ZIEHMEC	07/27/2009 04:30:03 PM	Call To Charles		409220		RCM advised Service Manager of the customers concerns and what he is seeking. Service Manager states: they have not received it yet, but he will call RCM once they do. RCM to wait Service Manager call.
HEARNSN	07/30/2009 02:07:15 PM	Call To Rusty		409220		RCM called Dealer requesting an update as to vehicle part arrival. Service Manager states that part has not arrived; states the following order information: Part: Mechatronics Part # 000 325 025 XZD7 Order Date: 06/09/2009 Order Type: Daily Sales Document # 1005738508 RCM to review with Parts as part is not listed in Mechatronics list. RCM to call Level 2.
HEARNSN	07/30/2009 02:17:00 PM	Call To PRENTIM				RCM called Level 2 to confirm that Mechatronic was ordered as part is not listed on Mechatronic Spreadsheet. RC suggested that Call Center Operations Leader be alerted. RCM to wait Dealer call.
HEARNSN	07/30/2009 02:28:28 PM	Return Call From Rusty		409220		Service Manager states that he called Parts and it was confirmed that order was shipped from Germany today; will follow up as to repair completion. RCM to call customer.
HEARNSN	07/30/2009 02:59:24 PM	Voice Mail To [REDACTED]				RCM LVMM advising customer that part was shipped and request still being reviewed; will follow up on WED, 08/05/2009; provided CCC contact and Reference Number. RCM to wait Dealer call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SMITHN	07/31/2009 03:27:19 PM	Call To Rusty Carter		409220		
	Service Manager advised that part came in today and they are frantically working on the vehicle trying to get it done today; they are going to be reimbursing Customer for 2 vehicle payments. RCM to call Customer.					
HEARNSN	08/03/2009 10:29:08 AM	Voice Mail From Rusty		409220		
	Service Manager LVMM on 07/31 stating that mechatronic unit arrived and vehicle repair should be complete by end of day. RCM to call Dealer.					
HEARNSN	08/03/2009 10:34:20 AM	Call To Rusty		409220		
	RCM called Dealer to confirm repair completion. Service Manager states that repair was completed on Saturday and customer will be picking vehicle up today; customer was advised of 2 vehicle payments which Dealer will be offering. RCM to call customer.					
HEARNSN	08/03/2009 10:38:09 AM	Call To [REDACTED]		409220		
	RCM called customer and advised that Dealer states that vehicle repairs are completed and Dealer will be providing 1 month vehicle payments as a result to inconvenience caused in being without vehicle. Customer states that spouse was contacted by					
Ms. Lisa Staebell	090180125	Recovery	3VWRA71K68M			
ABDULAM	07/22/2009 02:54:10 PM	E-Mail From Jim Swinder		408152		
	Bob, can you please have someone call these upset customers as per the memo? These ones right now are the 3 hottest ones.					
	[REDACTED] [REDACTED] 02e-325-025-ad-zda order # 1005748373 eta 8/7					
	Thanks, Jim					
ABDULAM	07/22/2009 02:57:59 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized for Customer being without her vehicle and the inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions to please call 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090180279	Recovery	3VWRA71KX8M [REDACTED]			Inquiry 408160
EDWARDAM	07/22/2009 05:04:31 PM	E-Mail To John Moutopolous		408160		Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Good Morning John,

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

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

VIN #: WVWFA71F08V [REDACTED]

VIN #: 3VWRA71KX8M [REDACTED]

VIN #: 3VWRA71K98M [REDACTED]

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

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

RCM to wait Dealer 408160 e-mail.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/23/2009 12:32:54 PM	E-Mail From John Moutopolous		408160		
		Hi Amanda				
		Answers:				
		1-All 3 customers are in there cars.				
		2-So Far no goodwill or implications of good willed were offered.				
		3-ETA on all units 08-07-09				
		4-No other info.				
		RCM to assign to CO.				
EDWARDAM	07/23/2009 12:33:09 PM	Assigned To MANNAE				
ABDULAM	07/28/2009 11:22:36 AM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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2008 Jetta Wolfsburg Edition

[REDACTED]	090180288	Recovery	3VWRA71K68M [REDACTED]			inquiry 408152 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
EDWARDAM	07/22/2009 05:12:09 PM	E-Mail To Mike Klis		408152		

Good Morning Mike,

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

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

VIN #: 3VWRJ71KX8M [REDACTED]

Vin #: 3VWRA71K68M [REDACTED]

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

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

RCM to wait Dealer 408152 e-mail.

EDWARDAM	07/23/2009 02:26:48 PM	Call To Jason Miller			408152
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RCM advised seeking if they have received the e-mail on mechatronic units parts. Service Advisor advised that Service Manager is out on vacation; he is working with Part Manager on the information but is really backed up; will respond to e-mail when he has the chance. RCM to wait Dealer 408152 e-mail or call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/24/2009 08:05:56 AM	E-Mail From Jim Swider		408152		<p>1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner? NO LONERS DRIVING CAR</p> <p>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. NOTHING OFFERED</p> <p>3. What, if any, arrival date has been communicated to the customer? ETA 8/7 - NOT SURE IF CUST KNOWS</p> <p>RCM to assign to CO.</p>
EDWARDAM	07/24/2009 08:06:12 AM	Assigned To MANNAE				
EDWARDAM	07/28/2009 04:18:35 PM	Return Call From Jason Miller (Asst. SI 408152				<p>Service Advisor advised the mechatronics unit has arrived for the vehicle and waiting for the Customer to bring the vehicle back in to have this done. CA to follow up with customer.</p>
ABDULAM	07/29/2009 05:25:50 PM	Note To ccc				<p>As part has arrived at Dealer, no further follow up is required from outbound.</p>

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180290	Recovery	3VWRJ71KX8M [REDACTED]			
EDWARDAM	07/22/2009 05:11:19 PM	E-Mail To Mike Klis		408152		inquiry 408152 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Good Morning Mike,

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

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

VIN #: 3VWRJ71KX8M142357, [REDACTED]

Vin #: 3VWRA71K68M194973, [REDACTED]

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

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

RCM to wait Dealer 408152 e-mail.

EDWARDAM	07/23/2009 02:27:50 PM	Call To Jason Miller	408152
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RCM advised seeking if they have received the e-mail on mechatronic units parts. Service Advisor advised that Service Manager is out on vacation; he is working with Part Manager on the information but is really backed up; will respond to e-mail when he has the chance. RCM to wait Dealer 408152 e-mail or call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/24/2009 08:04:57 AM	E-Mail From Jim Swider		408152		
						1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner? NO LONERS DRIVING CAR 2. Have you offered the customer any goodwill? Or plan to offer goodwill? NOTHING OFFERED 3. What, if any, arrival date has been communicated to the customer? ETA 8/7 - NOT SURE IF CUST KNOWS RCM to assign to CO.
EDWARDAM	07/24/2009 08:05:41 AM	Assigned To MANNAE				
ABDULAM	07/30/2009 11:13:55 AM	Call To [REDACTED]				
						CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that ETA is 8/7. CO seeking to know if Customer is okay driving his vehicle. Customer states he is okay driving his vehicle. CO thanked Customer. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090180296	Customer Relations	3VWRA71K08M [REDACTED]			
EDWARDAM	07/22/2009 05:18:13 PM	E-Mail To Evan		408150		
Good Morning Evan,						inquiry 408150 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

VIN #: 3VWRA71K08M [REDACTED] [REDACTED]

VIN #: WVVFA71F58V [REDACTED] [REDACTED]

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

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

RCM to wait Dealer 408150 e-mail.

EDWARDAM	07/22/2009 05:18:56 PM	Voice Mail From Evan		408150		
SM LVMM. SM advised the customer has been in a rental about a week now, but no goodwill has been offered at this time. RCM to assign to CA.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/22/2009 05:33:44 PM	Assigned To MANNAE				
MANNAE	07/28/2009 04:18:50 PM	Call To [REDACTED]				CO attempted to call customer at home number and it's not in service, called business number and advised wrong number. CO to call dealer.
MANNAE	07/28/2009 04:21:30 PM	Call To Evan		408150		SM provided customer numbers home [REDACTED] business [REDACTED] and cell [REDACTED] states customer was in Saturday and he advised customer part will be in a week or so, gave two month vehicle payment and customer was happy. CO to call customer.
MANNAE	07/28/2009 04:31:51 PM	Voice Mail To Mr. [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer 408150 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.
EDWARDAM	08/03/2009 01:39:13 PM	Return Call From Evan		408150		Service Manager advised has taken him out of the rental and placed him in a loaner vehicle; going to be giving him 2 payments of \$750; still waiting on parts as well. CO to review and close.
MANNAE	08/03/2009 05:46:57 PM	Note To ccc				CO reviewed case. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090180309	Recovery	3VWRA71K38M [REDACTED]			
EDWARDAM	07/22/2009 05:35:55 PM	E-Mail To Brian Slack		408144		
Good Morning Brian,						inquiry 408144
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

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

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

VIN #: 3VWRA71K38M [REDACTED] [REDACTED]

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

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

RCM to wait Dealer 408144 e-mail.

EDWARDAM	07/23/2009 02:38:00 PM	Call To Brian Slack	408144
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RCM advised seeking to verify information for the Customer's mechatronics case. Service Manager advised they are driving the vehicle; it was diagnosed 6/22 and part ordered 6/23; the Customer picked their vehicle back up 6/30; has not offered any goodwill at this time, but should be provided something once they complete the vehicle; has not provided an ETA to the Customer. RCM to assign to CO.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/23/2009 02:40:31 PM	Assigned To MANNAE				

MANNAE 07/28/2009 07:22:05 PM Voice Mail To [REDACTED]

CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer 408144 or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180737	Recovery	3VWRJ71K28M [REDACTED]			inquiry 403082 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CAMPOSA	07/23/2009 09:58:51 AM	E-Mail To Greg		403082		
ACTION REQUIRED: Mechatronic update						

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K28M [REDACTED]

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

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

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

Thank you in advance for your help.
RCM to wait Dealer email

CAMPOSA	07/23/2009 11:35:34 AM	E-Mail From Greg		403082		
1) Is the customer in a rental or loaner? Yes						
2) Have you offered any goodwill? No						
3) What part arrival time has been communicated to the customer? 7/27 - customer will be updated with today's latest eta of 8/7/09						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/23/2009 11:35:58 AM	Assigned To	MANNAE			

ABDULAM 07/28/2009 11:00:33 AM Call To [REDACTED]

CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. .CO advised that ETA for the part is 8/7. Customer states he is in a loaner and the loaner is okay, although it is not a VW. Customer states he fears that vehicle maybe repaired now, but that this is concern may occur again. CO advised part is VIN specific and is an updated part to address the concern to the vehicle. CO advised if Customer has any questions or concerns to contact VW CCC. No further action.

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

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

<u>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]	090180739	Recovery	3VWRJ71K78M [REDACTED]			inquiry 420129 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 08:34:02 AM	Assigned To CONLINR RCM to send mechatronic email to Dealer 420129.				

CONLINR 07/23/2009 01:27:55 PM E-Mail To Todd Ellis 420129
 ACTION REQUIRED: Mechatronic update - 420129

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K78M [REDACTED]

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

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

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

Thank you in advance for your help.
 RCM to wait Dealer email

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/23/2009 05:08:55 PM	E-Mail From Todd Ellis		420129		
						1) Is the customer in a rental or loaner?[Todd at Emich] Emich VW loaner. 2) Have you offered any goodwill?[Todd at Emich] Not yet. 3) What part arrival time has been communicated to the customer?[Todd at Emich] Beginning of August. 4) Other pertinent information that you think we should be aware of?[Todd at Emich] No. RCM to assign to point of contact
CONLINR	07/23/2009 05:09:29 PM	Assigned To MANNAE				
						CO to review
MANNAE	08/03/2009 06:13:00 PM	Voice Mail To [REDACTED]				
						CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

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

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

2008 Jetta A5 2.0T

██████████ 090180750 Recovery 3VWRJ71K98M ██████████

inquiry 420129
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

SMITHN 07/23/2009 08:41:44 AM Assigned To CONLINR
RCM to send mechatronic email to Dealer 420129.

CONLINR 07/23/2009 01:29:50 PM E-Mail To Todd Ellis 420129
ACTION REQUIRED: Mechatronic update -

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

Customer Name: ██████████

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K98M ██████████

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

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

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

Thank you in advance for your help.
RCM to wait Dealer email

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/23/2009 05:14:47 PM	E-Mail From Todd Ellis		420129		
						1) Is the customer in a rental or loaner?[Todd at Emich] Customer took car. 2) Have you offered any goodwill?[Todd at Emich] Not yet. 3) What part arrival time has been communicated to the customer?[Todd at Emich] Beginning of August. 4) Other pertinent information that you think we should be aware of?[Todd at Emich] Tried to put ion renatl. Not happy. Took car. RCM to assign to Point of contact
CONLINR	07/23/2009 05:15:06 PM	Assigned To MANNAE				CO to review
ABDULAM	07/30/2009 11:53:22 AM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

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

<u>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]	090180751	Recovery	3VWRJ71K28M [REDACTED]			
CAMPOSA	07/23/2009 11:04:24 AM	E-Mail To Eric Friend		403200		inquiry 403200 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ACTION REQUIRED: Mechatronic update						

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K28M [REDACTED]

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

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

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

Thank you in advance for your help.
RCM to wait Dealer email.

CAMPOSA	07/28/2009 09:11:27 AM	Call To Eric Friend	403200
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RCM LVMM. RCM advised: seeking whether customer is in rental/loaner; when customer was put into rental/loaner; if any goodwill was provided to customer; and what ETA for part customer was provided. RCM to wait Dealer call.

CAMPOSA	07/28/2009 09:45:06 AM	Return Call From Eric Friend	403200
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Service Manager advised: part in today; customer is in her vehicle; no loaner; no goodwill was offered. 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 2.0T [REDACTED]	090180752	Recovery	3VWRJ71K38M [REDACTED]			inquiry 420156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 08:45:07 AM	Assigned To CONLINR				
RCM to send mechatronic email to Dealer 420156.						
CONLINR	07/23/2009 01:30:58 PM	E-Mail To Mike McArthur		420156		
ACTION REQUIRED: Mechatronic update - 420156						
We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.						
Customer Name: [REDACTED]						
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71K38M [REDACTED]						
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner?						
2) Have you offered any goodwill?						
3) What part arrival time has been communicated to the customer?						
4) Other pertinent information that you think we should be aware of?						
If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
Thank you in advance for your help.						
RCM to wait Dealer email						
CONLINR	07/24/2009 06:37:19 PM	Call From Mike McArthur		420156		
SM states: Customer is in a rental; will be offering 1 month Vehicle payment; ETA of early August. RCM to assign to Point of 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>
CONLINR	07/24/2009 06:40:20 PM	Assigned To MANNAE				
	CO to review					
ABDULAM	07/30/2009 02:56:39 PM	Call To [REDACTED]				
	Both phone numbers listed are inoperable. CO to call dealer.					
ABDULAM	07/30/2009 02:58:37 PM	Call To Travis		420156		
	Service Advisor states vehicle and part are both at the dealer, and they working on the 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 A5 2.0T [REDACTED]	090180753	Recovery	3VWRJ71K58M [REDACTED]			
CAMPOSA	07/23/2009 09:50:34 AM	E-Mail To James Kizer		403313		inquiry 403313 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ACTION REQUIRED: Mechatronic update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K58M [REDACTED]

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

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

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

Thank you in advance for your help.
RCM to wait Dealer email

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/24/2009 08:42:40 AM	E-Mail To James Kizer		403313		
Customer Name: [REDACTED]						
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71K58M [REDACTED]						
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner? DRIVING OWN VEHICLE						
2) Have you offered any goodwill? NO JUST WARRANTY						
3) What part arrival time has been communicated to the customer? NEXT COUPLE OF WEEKS						
4) Other pertinent information that you think we should be aware of? NONE						
RCM to assign to CO.						
CAMPOSA	07/24/2009 08:43:15 AM	Assigned To MANNAE				
ABDULAM	07/30/2009 03:05:01 PM	Voice Mail To [REDACTED]				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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

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

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

2008 Jetta A5 2.0T

██████████ 090180761 Recovery 3VWRJ71K18M ██████████

inquiry 424219
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

CAMPOSA 07/23/2009 09:52:59 AM E-Mail To Randy Ridgeway 424219

ACTION REQUIRED: Mechatronic update

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

Customer Name: ██████████

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K18M ██████████

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

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

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

Thank you in advance for your help.
RCM to wait Dealer email

CAMPOSA 07/28/2009 10:50:24 AM Call To Scott 424219

Service Advisor states: part came in; customer has an appointment on Thursday 7/30 to have vehicle repaired; customer is not in a rental/loaner. No further action.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180774	Recovery	3VWRJ71K38M [REDACTED]			inquiry 409416 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/23/2009 08:56:02 AM	E-Mail To Pete D'Alessandro		409416		

***** Email to service@alexandriavw.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K38M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo
(248) 754-3310

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/23/2009 02:02:33 PM	Return Call From Pete D'Alessandro	409416			Service Manager advised that the customer needs a mechatronic and current ETA is second week of August, customer is in her vehicle, has not asked for any Goodwill. CO to call customer.
ISTIFOV	07/23/2009 02:03:00 PM	Assigned To MANNAE				CO to call customer.
MANNAE	07/28/2009 05:50:22 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer 409416 or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

Note: Does not include program 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]	090180776	Recovery	3VWRJ71K48M [REDACTED]			inquiry 409416 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/23/2009 08:59:11 AM	E-Mail To Pete D'Alessandro		409416		

***** Email to service@alexandriavw.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K48M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo
(248) 754-3310

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/23/2009 02:01:40 PM	Return Call From Pete D'Alessandro	409416			Service Manager advised that the customer needs a mechatronic and current ETA is second week of August, customer is in his vehicle, has not asked for any Goodwill. CO to call customer.
ISTIFOV	07/23/2009 02:02:10 PM	Assigned To MANNAE				CO to call customer.
MANNAE	07/28/2009 05:42:53 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition [REDACTED]	090180806	Recovery	3VWRA71K48M [REDACTED]			inquiry 401025 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	07/23/2009 09:46:54 AM	E-Mail To Wayne		401025		
ACTION REQUIRED: Mechatronic update ç 3VWRA71K48M [REDACTED]						

Hello, I am follow up on these cases for Terrie as she is going to be out of the office for the rest of the week and next week.

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRA71K48M [REDACTED]

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

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

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

Thank you in advance for your help.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

ç Please consider the environment before printing this e-mail

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09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
						RCM to wait dealer email.
ZIEHMEC	08/05/2009 01:07:59 PM	Note To CCC				No further action

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180864	Recovery	3VWRJ71K38M [REDACTED]	10,693		
SMITHN	07/23/2009 10:39:44 AM	Assigned To CONLINR				
RCM to send mechatronic email to Dealer 420111.						Inquiry 420111 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CONLINR	07/23/2009 01:34:22 PM	E-Mail To Bob Miller	420111			
ACTION REQUIRED: Mechatronic update - 420111						Complaint 420111 Part: 3885-Mechatronics Rsn: 10T Unusual transmission noises
We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.						
Customer Name: [REDACTED]						Complaint 420111 Part: 3885-Mechatronics Rsn: T08 Manual - Gearshift hard to operate
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71K38M [REDACTED]						Complaint 420111 Rsn: 54Q Extensive Repair History
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner?						
2) Have you offered any goodwill?						
3) What part arrival time has been communicated to the customer?						
4) Other pertinent information that you think we should be aware of?						
If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
RCM to wait Dealer email						
CONLINR	07/23/2009 03:09:08 PM	E-Mail From Robert Miller	420111			
This customer is in a rental car. I just got work yesterday that I can make 1 car payment for the customer. I have no arrival time for the part. I have 4 other people in the same boat.						
RCM to assign to Mechantronic point of 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>
CONLINR	07/23/2009 03:09:36 PM	Assigned To MANNAE				
	CO to review					
ABDULAM	07/31/2009 01:20:28 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					
YOUNGLI	07/31/2009 01:37:40 PM	Call From [REDACTED] - Daughter				
	Customer stated, Family has owned 1 VW vehicle, vehicle is maintained at VW Dealer, vehicle is purchased, vehicle maintained to specifications, No serving contact on vehicle, she just recently received a call from CCC, advised, she could call with further concerns. CA advised, CO called and left the message, advised can see Customer has a concern with vehicle part, Mechatronics, we expect to begin filling orders the end of this week, up through the first part of August, as such, you may receive your part as early as this week and as late as the first part of August. Customer stated, she has extensive repair concerns with this vehicle from time of purchase, she has only driven the vehicle for a month, vehicle had a previous concern, were the vehicle died and had to be towed to the Dealer 420111, Customer is currently in a loaner vehicle, but she does not want this vehicle, VEH was making noise when stop, like it was shifting gears, VEH was jerking, she wants her money back, Dealer advised that this would be in June, now Dealer advised, the middle of August is a possibility, not sure. CA advised, can research Customer request/concern, cannot guarantee the out of research, can escalate concern to RCM to research and follow up with Customer. Customer stated, would like to be contact back on Tuesday, she is available all day at [REDACTED] CA to assist to RCM.					
YOUNGLI	07/31/2009 01:50:06 PM	Assigned To CCC				
	Please note Customer request per pervious notes, Customer would like to be contact on Tuesday 8/4, available all day at 970-846-6705. RCM to email Dealer.					
ZEHELD	07/31/2009 01:58:28 PM	Assigned To CONLINR				
CONLINR	07/31/2009 02:00:23 PM	E-Mail To Bob Miller	420111			
	RCM sent email to SM requesting repair history and total days down. RCM to wait Dealer email					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/31/2009 02:04:57 PM	E-Mail From Bob Miller		420111		
	There car was down 25 June 09 and is still here.					
	RCM to contact FOM					
CONLINR	07/31/2009 02:11:22 PM	E-Mail To Harald Gomez				
	RCM sent action required email to FOM. RCM to wait FOM email					
CONLINR	07/31/2009 03:07:58 PM	E-Mail From Harald Gomez				
	I will go after this on Monday. I know the customer agreed to having us make payments. I am in an airport at the moment. Have a great weekend. Harald					
	RCM to contact FOM on 8-3-09					
ZEHELD	08/03/2009 06:25:25 PM	Voice Mail To Herald Gomez				
	RCM LMTRMC. RCM to call Customer and reset follow up date for 8/5. RCM to call Customer.					
PABSTM	08/03/2009 06:43:55 PM	Voice Mail To [REDACTED] - daughter				
	RCM advised new follow up date of Wednesday, 8/5/09. RCM to review with dealer 420111 and FOM. RCM to wait field update.					
WHEELEK	08/04/2009 12:04:31 PM	Call From [REDACTED]				
	Customer states: seeking an update for her request, and to speak with RCM; the tags on the rental vehicle, expire today. CA advised: her concerns are a high priority; there will be an update regarding her request on 8-5-2009; will attempt to contact RCM regarding vehicle tags. CA to contact RCM.					
WHEELEK	08/04/2009 12:16:21 PM	Call To Zeheld				
	CA advised RCM, per customer the tags expire today on the Enterprise rental vehicle. RCM advised: to advise customer RCM will research next course of action, and provide an update by COB, today. 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>
WHEELK	08/04/2009 12:16:33 PM	Return To	[REDACTED]			CA advised: will forward information to RCM to research next course of action; will receive an update by COB, today. RCM to contact dealer 420111.
WHEELK	08/04/2009 01:19:37 PM	Return Call From	[REDACTED]			Customer states: the dealer has advised the part has arrived; they will need to test drive the vehicle, before releasing it; she wants to know, why CCC did not know the part had arrived; she also spoke with DP- Natasha and told her the tags were expired (6/2009) when they gave her the vehicle on 7-3-09; you are allowed 30 days to drive on the expired tags and now it is August; she does not want the vehicle back; she is off tomorrow, but then must work 5 consecutive days and will not be able to pick up the vehicle. CA advised: CCC is researching her rental concern; and she will receive an update regarding her vehicle request on 8-5-2009; she will receive (rental) an update by COB, today. RCM to research with dealer 420111.
ZEHELD	08/04/2009 05:40:40 PM	Call To Natasha		420111		Service Advisor advised Service Manager is unavailable; concern with rental vehicle is the fault of enterprise; if Customer does get a ticket enterprise will take care of all the fees associated with it; Service Advisor believes it is a 0 point violation; vehicle should be ready by 8/6; hoping to have it done tomorrow so Customer can pick it up as she will not be able to get to Dealer 420111 after tomorrow. RCM advised still trying to get in touch with FOM about concerns; seeking Service Advisor to call RCM tomorrow if vehicle is repaired. RCM to call FOM.
ZEHELD	08/04/2009 05:53:13 PM	Call To Harold Gomez				FOM states is working with Service Manager on this situation; waiting for some information from Service Manager and will call RCM back tonight. RCM to wait FOM call.
ZEHELD	08/04/2009 06:36:09 PM	Voice Mail From Harold Gomez				FOM states spoke with Dealer 420111 Service Manager and is currently in communication with Customer to buy the vehicle back; will take over the case from this point and seeking RCM to close the case. No further action.
ZEHELD	08/05/2009 02:33:36 PM	Call From Natasha		420111		Service Advisor advised wanted to let RCM know that Customer is returning the rental and picking up her vehicle today. RCM advised FOM is working with Customer to repurchase the vehicle at this point; RCM has closed the case. No further action.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180957	Recovery	3VWRJ71K98M [REDACTED]			
NARDONP	07/23/2009 12:35:01 PM	E-Mail To Larry Sickles		402330		
Larry,						inquiry 402330 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

VIN(s): 3VWRJ71K98M [REDACTED]

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

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

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

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

Wait Dealer 402330 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 11:16:17 AM	Call To Dale		402330		
Service Advisor states: part came in yesterday; vehicle in coming in on Thursday 7/30 for repair. No further action.						

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

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

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

2008 Jetta A5 2.0T

[REDACTED] 090180960 Recovery 3VWRJ71K28M [REDACTED]
NARDONP 07/23/2009 12:42:26 PM E-Mail To Matt Lohmiller 402641

inquiry 402641
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

Matt,

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

VIN(s): 3VWRJ71K28M [REDACTED]

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

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

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

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

Wait Dealer 402641 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/24/2009 09:14:52 AM	E-Mail From Matt Lohmiller		402641		
		The person is driving the car on the vin listed below, we just told them we would contact them when the part comes in.				
		Matt Lohmiller				
		Broadway Automotive RCM to assign to CO				
CAMPOSA	07/24/2009 09:16:30 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 01:24:05 PM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised part ETA is 1st or 2nd week in August. CO seeking to know if Customer is okay driving her vehicle. Customer states she is okay driving her vehicle. CO thanked Customer and advised Dealer will call when part arrives. 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 A5 2.0T [REDACTED]	090180963	Recovery	3VWRJ71K78M [REDACTED]			
NARDONP	07/23/2009 12:46:57 PM	E-Mail To Chris Snyder		403054		inquiry 403054 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

VIN(s): 3VWRJ71K78M [REDACTED]

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

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

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

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

Wait Dealer 403054 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 10:58:12 AM	Call To George		403054		
Service Manager advised: part is in; customer coming in for repair today. No further action.						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180964	Recovery	3VWRJ71K98M [REDACTED]			inquiry 403060 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 12:50:36 PM	E-Mail To Don Pinneo		403060		

Don,

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

VIN(s):

3VWRJ71K98M [REDACTED]

3VWRJ71K48M [REDACTED]

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

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

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

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

Wait Dealer 403060 email.

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>
NARDONP	07/24/2009 09:07:27 AM	Voice Mail To Don Pinneo		403060		Service Manager LMTRMC. RCM to call Service Manager.
NARDONP	07/24/2009 09:09:03 AM	Voice Mail To Don Pinneo		403060		RCM LMTRMC. Wait Service Manager email.
NARDONP	07/24/2009 09:46:06 AM	Call From Don Pinneo		403060		Service Manager states Customer is in a loaner vehicle; he does not believe that Customer has been provided with an updated ETA on his part; a vehicle payment was offered to Customer early on but he basically told Customer that they want to wait until the vehicle is repaired before actually going forward with the payment; FOM has given Service Manager authorization to make vehicle payment offers if a vehicle has been down for over 3 weeks which he has done with other customers. RCM advised we will be contacting these customers to proactively address these issues. Service Manager states if any Goodwill is offered to any of his customers, he would like to know so he does not make any Goodwill offers without knowledge of an offer already presented. RCM advised we will follow up with Service Manager if any offers are made. RCM to assign to CA.
NARDONP	07/24/2009 09:48:20 AM	Assigned To MANNAE				
MANNAE	07/31/2009 11:26:54 AM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.
CAMPOSA	08/05/2009 06:09:01 PM	Call To Don		403060		(RCM called Dealer for another case. Service Manager asked about this case) Service Manager seeking to know if customer was provided a vehicle payment by VW. RCM advised: no. CO to review and close.
ABDULAM	08/06/2009 12:56:34 PM	Note To ccc				CO reviewed and closed. No further action.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090180965	Recovery	3VWRJ71K48M [REDACTED]			inquiry 403060 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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NARDONP	07/23/2009 12:50:55 PM	E-Mail To Don Pinneo		403060		

Don,

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

VIN(s):

3VWRJ71K98M [REDACTED]

3VWRJ71K48M [REDACTED]

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

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

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

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

Wait Dealer 403060 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/24/2009 09:06:51 AM	Voice Mail From Don Pinneo		403060		Service Manager LMTRMC. RCM to call Service Manager.
NARDONP	07/24/2009 09:09:44 AM	Voice Mail To Don Pinneo		403060		RCM LMTRMC. Wait Service Manager email.
NARDONP	07/24/2009 09:48:42 AM	Call From Don Pinneo		403060		Service Manager states Customer is in a rental and Customer has been contacted by Dealer 403060 yesterday to be updated on the ETA and the situation with the mechatronics units; Customer seems to be alright with the situation right now and no Goodwill has been offered to him yet; his FOM has given him authorization to offer a vehicle payment to these customers if they are down over 3 weeks. RCM advised we will be contacting these customers to proactively address these issues. Service Manager states if any Goodwill is offered to any of his customers, he would like to know so he does not make any Goodwill offers without knowledge of an offer already presented. RCM advised we will follow up with Service Manager if any offers are made. RCM to assign to CA.
NARDONP	07/24/2009 09:51:56 AM	Assigned To MANNAE				
MANNAE	07/31/2009 11:32:11 AM	Call To [REDACTED]				CO followed up with customer to apologize for the time it took to get part and for inconvenience. Customer states on her way to dealership as vehicle is ready for pickup. 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 2.0T [REDACTED]	090180972	Recovery	3VWRJ71K88M [REDACTED]			
NARDONP John,	07/23/2009 01:04:42 PM	E-Mail To John Rhodes		403155		inquiry 403155 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

VIN(s): 3VWRJ71K88M [REDACTED]

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

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

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

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

Wait Dealer 403155 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/24/2009 09:34:55 AM	E-Mail From Rebecca		403155		

Hello Pete,

John Rhodes is no longer the service manager at this VW store. He forwarded this to me and hopefully I can help you out with the answers.

1. The customer is in a loaner car since 07/14/09.
2. N/A (goodwill)
3. We were told that the part more than likely will be here on 08/09/08 and have discussed this as well with the customer.
4. N/A (any other info)

Please let me know if you have any other questions that we can assist you with.

Thank You,

Rebecca Meinke
 Classic Volkswagen Service
 RCM to assign to CO

CAMPOSA	07/24/2009 09:35:35 AM	Assigned To MANNNAE				
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MANNNAE	07/31/2009 11:48:18 AM	Voice Mail To [REDACTED]				
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CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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]	090180981	Recovery	3VWRJ71K58M [REDACTED]			inquiry 403300 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 01:15:45 PM	E-Mail To Richard Kleist		403300		

Richard,

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

VIN(s):

WVWBA71F18V [REDACTED]
 3VWRJ71K58M [REDACTED]

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

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

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

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

Wait Dealer 403300 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/24/2009 09:53:08 AM	E-Mail From Rick		403300		
		1.No (rental)				
		2.No-Vehicle under warranty (no goodwill)				
		3.expect 4-5 weeks,we will call when part arrives				
		4.None (no additional information				
		RCM to assign to CO				
CAMPOSA	07/24/2009 09:53:27 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 02:12:36 PM	Call To Chuck		403300		
		Service Advisor states part has arrived and vehicle has been repaired. 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 A5 2.0T [REDACTED]	090180982	Recovery	3VWRJ71K68M [REDACTED]			inquiry 403311 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 01:18:26 PM	E-Mail To Terry Metz		403311		

Terry,

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

VIN(s):

3VWRJ71K68M [REDACTED]

WVWBA71F88V [REDACTED]

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

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

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

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

Wait Dealer 403311 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 10:22:02 AM	Call From Gary		403311		
		Service Advisor states: customer is not in a rental/loaner; no goodwill offered; no ETA provided. RCM to assign to CO.				
CAMPOSA	07/28/2009 10:23:21 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 01:41:20 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

09/23/2009

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

<u>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]	090180985	Recovery	3VWRJ71K08M [REDACTED]			
NARDONP	07/23/2009 01:21:30 PM	E-Mail To James Kizer		403313		
James,						inquiry 403313 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

VIN(s): 3VWRJ71K08M [REDACTED]

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

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

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

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

Wait Dealer 403313 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 09:37:38 AM	Call To James Kizer		403313		
		Service Manager advised: part on order since 6/26; customer is still in their vehicle; will contact RCM back with ETA that was provided to customer regarding part delivery. RCM to wait Dealer call.				
CAMPOSA	07/28/2009 09:58:26 AM	Voice Mail From James Kizer		403313		
		Service Manager advised: part came in; customer is being contacted. 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 A5 2.0T [REDACTED]	090180996	Recovery	3VWRJ71K78M [REDACTED]			inquiry 424154 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 01:32:52 PM	E-Mail To James Horton		424154		

James,

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

VIN(s):

3VWRJ71K78M [REDACTED]

3VWRJ71K28M [REDACTED]

WVWBA71F68V [REDACTED]

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

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

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

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

Wait Dealer 424154 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/24/2009 09:37:20 AM	E-Mail From Jim		424154		
		Vin M174179, Rental car for 30 days, no goodwill, august 7 RCM to assign to CO				
CAMPOSA	07/24/2009 09:38:04 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 01:44:38 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

Note: Does not include program 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]	090180997	Recovery	3VWRJ71K28M [REDACTED]			inquiry 424154 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 01:33:42 PM	E-Mail To James Horton		424154		

James,

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

VIN(s):

3VWRJ71K78M [REDACTED]

3VWRJ71K28M [REDACTED]

WVWBA71F68V [REDACTED]

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

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

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

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

Wait Dealer 424154 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/24/2009 09:38:49 AM	E-Mail From Jim		424154		
						Vin M190418, no car, waiting for part since 6-30, no good will, 30 days or more from today RCM to assign to CO
CAMPOSA	07/24/2009 09:39:09 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 01:49:38 PM	Voice Mail To [REDACTED]				
						CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

Note: Does not include program 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]	090181000	Recovery	3VWRJ71K58M [REDACTED]			
NARDONP	07/23/2009 01:45:10 PM	E-Mail To Matt Bates		424339		
Matt,						inquiry 424339 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

VIN(s): 3VWRJ71K58M [REDACTED]

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

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

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

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

Wait Dealer 424339 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 11:06:45 AM	Call To Mike		424339		
		Service Advisor states: customer is not in rental/loaner; no goodwill extended at this time; no ETA on part. RCM to assign to CO.				
CAMPOSA	07/28/2009 11:07:44 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 02:04:53 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181003	Recovery	3VWRJ71K78M [REDACTED]			inquiry 424339 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 01:39:37 PM	E-Mail To Matt Bates		424339		

Matt,

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

VIN(s):

3VWRJ71K78M [REDACTED]

3VWRJ71K08M [REDACTED]

3VWRJ71K28M [REDACTED]

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

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

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

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

Wait Dealer 424339 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 11:08:06 AM	Call To Mike		424339		Service Advisor states: customer is not in a rental/loaner at this time; no goodwill extended at this time; no ETA of part provided. RCM to assign to CO.
CAMPOSA	07/28/2009 11:09:11 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 02:06:20 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

09/23/2009

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

<u>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]	090181004	Recovery	3VWRJ71K08M [REDACTED]			Complaint 424339 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 01:40:18 PM	E-Mail To Matt Bates		424339		

Matt,

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

VIN(s):

3VWRJ71K78M

3VWRJ71K08M

3VWRJ71K28M

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

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

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

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

Wait Dealer 424339 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 11:05:32 AM	Call From Mike		424339		
	Service Advisor states: customer is not in rental/loaner; no goodwill extended at this time; no ETA provided. RCM to assign to CO.					
CAMPOSA	07/28/2009 11:06:29 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 02:08:12 PM	Call To [REDACTED]				
	Customer states Dealer has contacted her and she has an appointment to have the vehicle repaired. 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 A5 2.0T [REDACTED]	090181007	Recovery	3VWRJ71K28M [REDACTED]			inquiry 424339 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	07/23/2009 01:40:44 PM	E-Mail To Mat Bates		424339		

Matt,

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

VIN(s):

3VWRJ71K78M

3VWRJ71K08M

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

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

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

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

Wait Dealer 424339 email.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/28/2009 11:03:15 AM	Call To Mike		424339		
	Service Advisor states: customer is not in rental/loaner; no goodwill has been extended at this time; no ETA has been provided to customer yet. RCM to assign to CO.					
CAMPOSA	07/28/2009 11:04:54 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 02:10:04 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M.					
[REDACTED]	090181054	Recovery	3VWRJ71K18M [REDACTED]	13,532		
EDWARDAM	07/23/2009 01:35:24 PM	Call To Norman		408145		
	Service Manager advised he also this case; she has been down since 6/20/2009; she is still in the vehicle and is not in a rental at this time but it is starting to slap into gear pretty bad; hasn't offered goodwill either. RCM advised seeking how the Customer is doing regarding waiting for this part. Service Manager advised isn't sure how she is at this time. RCM advised we will reach out to her and speak with her further. RCM to assign to CO.					
EDWARDAM	07/23/2009 01:56:18 PM	Assigned To MANNAE				
ABDULAM	07/28/2009 11:37:05 AM	Call To [REDACTED]				
	CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that the Dealer will contact her when part arrives. CO advised part is VIN specific. CO advised that part ETA is around end of July or 1st part of August. Customer states she is okay driving her vehicle and does not need a loaner. Customer states the Dealer has been great to her. CO thanked Customer. No further action.					

inquiry 408145
Pr. Part: 3885-Mechatronics
Pr. Rsn: 81K Mechatronics
Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181062	Recovery	3VWRJ71K68M [REDACTED]			inquiry 409102 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/23/2009 02:11:29 PM	E-Mail To Paul Staub		409102		

***** Email to staubp@fitzmall.com *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K68M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo

(248) 754-3310

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/24/2009 08:24:38 AM	Return Call From Paul Staub		409102		
	Service Manager advised the customer is in their own vehicle and the ETA for the part is the second week of August, customer has not asked for any compensation. RCM to assign to CO to call customer.					
ISTIFOV	07/24/2009 08:26:25 AM	Assigned To MANNAE				
	CO to call customer.					
MANNAE	08/04/2009 12:23:28 PM	Voice Mail To Mr. Staub				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F.					
	090181065	Recovery	3VWRA71KX8M			
HAWLEYD	07/23/2009 02:05:43 PM	E-Mail To John Lindstorm		408207		
	RCM sent e-mail to the service manager seeking update. RCM waiting for service manager e-mail.					
HAWLEYD	07/24/2009 09:17:11 AM	E-Mail From John Lindstorm		408207		
	<ol style="list-style-type: none"> 1. Not in a rental 2. No goodwill offered 3. ETA 8/7/2009 according to parts. Customer was expecting part this week. ETA was updated by V.W. this Monday. Advisor is contacting customer to update ETA 4. Note: Very nice customer. Father is running for governor on the independent ticket. 					
MANNAE	08/03/2009 07:00:57 PM	Call To				
	CO spoke with customer and apologized for inconvenience. Customer states vehicle was repaired and part took over a month to repair, at this time vehicle is repaired. CO offered customer a one month vehicle payment, and provided customer 800 number to call with any questions, advised to allow about 3 weeks for EFT to process. Customer states appreciates VW calling, states payment is about \$300.00. No further action wait customer mail.					

inquiry 408207
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

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

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T [REDACTED]	090181087	Recovery	3VWRJ71KX8M [REDACTED]			inquiry 422607 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 02:08:45 PM	Assigned To CONLINR				
RCM to send mechatronic email to Dealer 422607.						
CONLINR	07/23/2009 03:16:30 PM	E-Mail To Mark Gilmore		422607		
ACTION REQUIRED: Mechatronic update -						
We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.						
Customer Name: [REDACTED]						
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71KX8M [REDACTED]						
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner?						
2) Have you offered any goodwill?						
3) What part arrival time has been communicated to the customer?						
4) Other pertinent information that you think we should be aware of?						
If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
Thank you in advance for your help.						
RCM to wait Dealer email						
CONLINR	07/27/2009 12:55:54 PM	Call To Mark Gilmore		422607		
RCM advised seeking update. SM states has gathered information and will email it to RCM. RCM to wait Dealer email						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/27/2009 04:10:27 PM	E-Mail From Mark Gilmore		422607		
	Ryan, eta is 08/07/09, the customer is driving the vehicle and no goodwill.					
	Mark RCM to assign to point of contact					
CONLINR	07/27/2009 04:10:47 PM	Assigned To MANNAE				
	CO to review					
MANNAE	08/04/2009 04:17:04 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M.					
[REDACTED]	090181089	Recovery	3VWRJ71K38M [REDACTED]			
HAWLEYD	07/23/2009 02:11:25 PM	E-Mail To John Lindstorm		408207		
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					
HAWLEYD	07/24/2009 08:58:22 AM	E-Mail From John Lindstorm		408207		
	<ol style="list-style-type: none"> 1. Yes, in a loaner. Customer car is undriveable 2. Driving my car since June 20th, 2009 is all the goodwill I can afford (lol) 3. Part ETA 8/7/2009 4. Spoke to customer yesterday. Updated situation 					
MANNAE	08/04/2009 12:34:32 PM	Call To [REDACTED]				
	CO attempted to call home number and wrong number, called business phone and it was not valid. CO to call dealer.					
MANNAE	08/04/2009 12:36:30 PM	Call To Andria		408207		
	CO obtained customer updated phone number. SA states vehicle was completed on Saturday 8-1-09 as part came in. No further action.					

inquiry 408207
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition [REDACTED]	090181092	Recovery	3VWRA71K68M [REDACTED]			inquiry 401119 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT (RCM also CC'd FOM Mark Watson)	07/23/2009 02:11:17 PM	E-Mail To Mike Letizia		401119		

ACTION REQUIRED: Mechatronic update - 401119

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRA71K68M [REDACTED]

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

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

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

Thank you in advance for your help.

Therese Szymanski
 VWoA Customer CARE Center
 Eastern Region Case Manager

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

Phone: 248-754-3699
<mailto:therese.szymanski@vw.com>

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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RCM to wait dealership response.

EDWARDAM	07/24/2009 08:02:51 AM	E-Mail From Mike Letizia		401119		
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Ok, I just spoke to Jason: the customer is in a rental, we will offer 1 month car payment goodwill when the car is done , we were quoted 4-5 weeks via the parts dept. so we quoted early August for parts arrival time and she is ok with this whole thing (for now) likes her rental car and works the 7am-11pm shift. Hope this helps.

RCM to assign to CO.

EDWARDAM	07/24/2009 08:03:11 AM	Assigned To MANNAE				
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MANNAE	08/04/2009 12:27:18 PM	Voice Mail To [REDACTED]				
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CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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 [REDACTED]	090181099	Recovery	3VWRJ71K98M [REDACTED]			inquiry 422607 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 02:14:45 PM	Assigned To CONLINR				
RCM to send mechatronic email to Dealer 422607.						
CONLINR	07/23/2009 03:17:53 PM	E-Mail To Mark Gilmore		422607		
ACTION REQUIRED: Mechatronic update -						
We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.						
Customer Name: [REDACTED]						
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71K98M [REDACTED]						
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner?						
2) Have you offered any goodwill?						
3) What part arrival time has been communicated to the customer?						
4) Other pertinent information that you think we should be aware of?						
If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
Thank you in advance for your help.						
RCM to wait Dealer email						
CONLINR	07/27/2009 12:56:26 PM	Call To Mark Gilmore		422607		
RCM advised seeking update. SM states has gathered information and will email it to RCM. RCM to wait Dealer email						

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/27/2009 04:24:15 PM	E-Mail From Mark Gilmore		422607		
		Ryan, same as the others, customer is driving the vehicle, eta is 08/07/09 and no goodwill.				
		Mark RCM to assign to point of contact				
CONLINR	07/27/2009 04:24:34 PM	Assigned To MANNAE				
		CO to review				
MANNAE	08/04/2009 04:38:32 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition [REDACTED]	090181102	Recovery	3VWRA71K68M [REDACTED]			inquiry 401084 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT (RCM also CC'd FOM Mark Watson)	07/23/2009 02:15:19 PM	E-Mail To Mark Belliveau		401084		

ACTION REQUIRED: Mechatronic update - 401084

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta Wolfsburg

VIN: 3VWRA71K68M [REDACTED]

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

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

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

Thank you in advance for your help.

Therese Szymanski
 VWoA Customer CARE Center
 Eastern Region Case Manager

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

Phone: 248-754-3699

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
mailto:therese.szymanski@vw.com Wait dealer e-mail.						
MULLINT	07/27/2009 10:15:51 AM	E-Mail From Mark Belliveau		401084		
		IN A LOANER. STILL UNDER WARRANTY, NO ETA				
		MARC				
		RCM to assign to CO.				
MULLINT	07/27/2009 10:17:28 AM	Assigned To MANNAE				
		Reassigned for handling.				
MANNAE	08/04/2009 12:55:02 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

<u>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						
[REDACTED]	090181104	Recovery	3VWRA71K98M [REDACTED]			inquiry 408207
HAWLEYD	07/23/2009 02:16:43 PM	E-Mail To John Lindstorm		408207		Pr. Part: 3885-Mechatronics
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					Pr. Rsn: 55J Outbound
HAWLEYD	07/24/2009 08:53:22 AM	E-Mail From John Lindstorm		408207		
	<ol style="list-style-type: none"> 1. No, not in rental. Customer is driving car 2. No goodwill offered 3. ETA 8/7/2009. Customer has not been contacted with an update 4. Nothing Special 					
ABDULAM	07/29/2009 11:53:09 AM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181110	Recovery	3VWRJ71K48M [REDACTED]			inquiry 422607 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 02:18:25 PM	Assigned To Ryan Conlin				
	RCM to send mechatronic email to Dealer 422607.					

CONLINR	07/23/2009 03:20:33 PM	E-Mail To Mark Gilmore		422607		
	ACTION REQUIRED: Mechatronic update -					

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K48M [REDACTED]

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

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

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

Thank you in advance for your help.
RCM to wait Dealer email

CONLINR	07/27/2009 12:50:35 PM	Voice Mail To Mark Gilmore		422607		
	RCM advised seeking if SM has provided any goodwill or an ETA on parts arrival to Customer. RCM to wait Dealer call					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/27/2009 04:41:03 PM	E-Mail From Mark Gilmore		422607		
	Ryan, the customer is driving the vehicle, the eta shows, 08/07/2009, no goodwill has been offered as of yet and we will call the customer today and let them know about the eta.					
	Mark RCM to assign to point of contact					
CONLINR	07/27/2009 04:41:18 PM	Assigned To MANNAE				
	CO to review					
ABDULAM	07/29/2009 04:03:52 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M.					
[REDACTED]	090181114	Recovery	3VWRA71K48M	[REDACTED]		
HAWLEYD	07/23/2009 02:20:08 PM	E-Mail To Ken Mocarcki		408209		
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					
	inquiry 408209 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound					
HAWLEYD	07/24/2009 08:50:42 AM	E-Mail From Ken Morcarski		408209		
	Customer is not in a rental there car is still driveable.					
	No goodwill has been offered					
	E T A is 08/07/2009					
ABDULAM	07/29/2009 11:48:57 AM	Call To Ms [REDACTED]				
	Relative states Customer is not available. CO advised that CO was calling in regards to Customer vehicle repairs. CO left 800-444-8982 for Customer to contact us back in regards to her vehicle repairs. No further action.					

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

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

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

2008 Jetta A5 2.0T

[REDACTED]	090181118	Recovery	3VWRJ71K38M [REDACTED]			<hr/> inquiry 422600
SMITHN	07/23/2009 02:21:41 PM	Assigned To CONLINR				Pr. Part: 3885-Mechatronics
		RCM to send mechatronic email to Dealer 422600.				Pr. Rsn: 55J Outbound

CONLINR 07/23/2009 03:27:14 PM E-Mail To Jeff Kammeier 422600

ACTION REQUIRED: Mechatronic update -

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K38M [REDACTED]

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

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

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

Thank you in advance for your help.
RCM to wait Dealer email

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/23/2009 03:52:38 PM	E-Mail From Jeff Kammeier		422600		
		RYAN				
		As far as I know were ok with this customer, part is ordered, customer is driving his car still Let me know if he called you to complain , but as far as I know everything is fine here with that customer				
		Jeff Kammeier RCM to assign to Point of contact				
CONLINR	07/23/2009 03:54:04 PM	Assigned To MANNAE				
		CO to review				
ABDULAM	07/29/2009 03:00:52 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

[REDACTED]	090181119	Recovery	3VWRJ71K18M [REDACTED]			inquiry 422231
CONLINR 07/23/2009 02:23:04 PM Note To CCC						Pr. Part: 3885-Mechatronics
RCM to send mechatronic email to Dealer						Pr. Rsn: 81K Mechatronics
						Outbound

CONLINR 07/23/2009 03:41:55 PM E-Mail To Mike Pinney 422231
ACTION REQUIRED: Mechatronic update -

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K18M [REDACTED]

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

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

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

RCM to wait Dealer email

CONLINR 07/23/2009 05:13:38 PM E-Mail From Mike Pinney 422231
Part will be here 8-7-09 and the customer is in her vehicle.

No goodwill has been offered.
RCM to assign to point of 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>
CONLINR	07/23/2009 05:13:58 PM	Assigned To MANNAE				
	CO to review					
ABDULAM	07/29/2009 03:03:15 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

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

2008 Jetta A5 2.0T

██████████ 090181121 Recovery 3VWRJ71K78M ██████████

inquiry 422600
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

SMITHN 07/23/2009 02:23:22 PM Assigned To CONLINR
RCM to send mechatronic email to Dealer 422600.

CONLINR 07/23/2009 03:45:57 PM E-Mail To Jeff Kammeier 422600
ACTION REQUIRED: Mechatronic update -

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

Customer Name: ██████████

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K78M ██████████

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

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

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

RCM to wait Dealer email

CONLINR 07/23/2009 04:07:38 PM E-Mail From Jeff Kammeier 422600
Customer driving car , everything is ok

Jeff Kammeier
RCM to email 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>
CONLINR	07/23/2009 04:07:52 PM	E-Mail To Jeff Kammeier		422600		
		RCM advised seeking to know if any goodwill or ETA has been offered to Customer. RCM to wait Dealer email				
CONLINR	07/27/2009 12:51:47 PM	Voice Mail To Jeff Kammeier		422600		
		RCM advised seeking if SM has provided any goodwill or an ETA on parts arrival to Customer. RCM to wait Dealer call				
CONLINR	07/27/2009 04:33:39 PM	Call From Jeff Kammeier		422600		
		SM states: have offered no goodwill, have not provided an ETA to Customer. RCM to assign to Point of contact.				
CONLINR	07/27/2009 04:38:25 PM	Assigned To MANNAE				
		CO to review				
ABDULAM	07/29/2009 03:56:51 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181124	Recovery	3VWRJ71K68M [REDACTED]			inquiry 422231 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
CONLINR	07/23/2009 02:24:13 PM	Note To CCC				
	RCM to send mechatronic email to Dealer					
CONLINR	07/23/2009 03:42:53 PM	E-Mail To Mike Pinney		422231		
	ACTION REQUIRED: Mechatronic update -					
We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.						
Customer Name: [REDACTED]						
Model Year/Model: 2008 Jetta						
VIN: 3VWRJ71K68M [REDACTED]						
At your earliest convenience, please review and respond to the following questions:						
1) Is the customer in a rental or loaner?						
2) Have you offered any goodwill?						
3) What part arrival time has been communicated to the customer?						
4) Other pertinent information that you think we should be aware of?						
If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.						
RCM to wait Dealer email						
CONLINR	07/24/2009 02:02:50 PM	E-Mail From Mike Pinney		422231		
	Customer is in a loaner					
	No good will offered					
	Mid August on part arrival					
	Customer is loyal to the brand					
	RCM to assign to Point of 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>
CONLINR	07/24/2009 02:03:10 PM	Assigned To MANNAE				
	CO to review					
ABDULAM	07/29/2009 03:05:26 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M.					
[REDACTED]	090181125	Recovery	3VWDJ71K78M [REDACTED]			
HAWLEYD	07/23/2009 02:30:02 PM	E-Mail To Michael Knight		408272		
	RCM sent e-mail to the service manager. RCM waiting for service manager e-mail.					
HAWLEYD	07/29/2009 12:40:35 PM	Call To Matthew (assistant to mgr)		408228		
	Service advisor advised that the customer is in a rental vehicle and the mechatronics unit arrived today. CO to follow up.					
ABDULAM	07/29/2009 05:07:18 PM	Note To ccc				
	As part has arrived at Dealer, no further follow up is required from outbound.					

inquiry 408228
 Pr. Part: 3885-Mechatronics
 Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181129	Recovery	3VWRJ71K78M [REDACTED]			inquiry 422600
SMITHN	07/23/2009 02:25:25 PM	Assigned To CONLINR				Pr. Part: 3885-Mechatronics
	RCM to send mechatronic email to Dealer 422600.					Pr. Rsn: 55J Outbound
CONLINR	07/23/2009 03:44:57 PM	E-Mail To Jeff Kammeier		422600		
	ACTION REQUIRED: Mechatronic update -					
<p>We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.</p> <p>Customer Name: [REDACTED]</p> <p>Model Year/Model: 2008 Jetta</p> <p>VIN: 3VWRJ71K78M [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 1) Is the customer in a rental or loaner? 2) Have you offered any goodwill? 3) What part arrival time has been communicated to the customer? 4) Other pertinent information that you think we should be aware of? <p>If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.</p> <p>RCM to wait Dealer email</p>						
CONLINR	07/23/2009 04:09:22 PM	E-Mail From Jeff Kammeier		422600		
	Customer driving car					
	Jeff Kammeier					
	RCM to email Dealer					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	07/23/2009 04:09:40 PM	E-Mail To Jeff Kammeier		422600		
		RCM advised seeking to know if Customer has been offered goodwill or an ETA on repairs. RCM to wait Dealer email				
CONLINR	07/27/2009 12:49:52 PM	Voice Mail To Jeff Kammeier		422600		
		RCM advised seeking if SM has provided any goodwill or an ETA on parts arrival to Customer. RCM to wait Dealer call				
CONLINR	07/27/2009 04:39:23 PM	Call From Jeff Kammeier		422600		
		SM states: no rental has been provided; no ETA or goodwill have been provided. RCM to assign to point of contact				
CONLINR	07/27/2009 04:40:01 PM	Assigned To MANNAE				
		CO to review				
ABDULAM	07/29/2009 04:01:08 PM	Call To [REDACTED]				
		Customer states Dealer has the part and is repairing the vehicle. No further action.				

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

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T [REDACTED]	090181130	Recovery	3VWRJ71K88M [REDACTED]			inquiry 422231 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
CONLINR	07/23/2009 02:25:23 PM	Note To CCC				
	RCM to send mechatronic email to Dealer					
CONLINR	07/23/2009 03:43:53 PM	E-Mail To Mike Pinney		422231		
	ACTION REQUIRED: Mechatronic update -					
<p>We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.</p> <p>Customer Name: [REDACTED]</p> <p>Model Year/Model: 2008 Jetta</p> <p>VIN: 3VWRJ71K88M [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 1) Is the customer in a rental or loaner? 2) Have you offered any goodwill? 3) What part arrival time has been communicated to the customer? 4) Other pertinent information that you think we should be aware of? <p>If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.</p> <p>RCM to wait Dealer email</p>						
CONLINR	07/24/2009 02:03:51 PM	E-Mail From Mike Pinney		422231		
	Customer is driving their vehicle					
	No goodwill offered					
	4-6 weeks on part arrival					
	RCM to assign to point of 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>
CONLINR	07/24/2009 02:04:08 PM	Assigned To MANNAE				
	CO to review					
CONLINR	07/24/2009 03:14:43 PM	Voice Mail From Randy		422231		
	DP states seeking call back. RCM to call Dealer					
CONLINR	07/24/2009 03:16:46 PM	Call To Randy		422231		
	RCM advised following up with DP. DP states: will be putting Customer into a rental under VW rental policies; has not offered any goodwill to Customer; have provided Customer of an ETA for mid-August. CO to review					
ABDULAM	07/29/2009 03:09:35 PM	Call To [REDACTED]				
	Customer states part arrived at Dealer and they are currently repairing the 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 [REDACTED]	090181147	Recovery	3VWRA71K58M [REDACTED]			inquiry 401035 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SZYMANT	07/23/2009 02:34:26 PM	E-Mail To Jay Tedoldi		401035		

(RCM also CC'd FOM George Kaniwec)

ACTION REQUIRED: Mechatronic update - 401035

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRA71K58M [REDACTED]

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

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

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

Thank you in advance for your help.

Therese Szymanski
 VWoA Customer CARE Center
 Eastern Region Case Manager

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

Phone: 248-754-3699
<mailto:therese.szymanski@vw.com>

Note: Does not include program 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>
RCM to wait dealer 401035 e-mail.						
ZIEHMEC	08/05/2009 01:07:44 PM	Note To CCC				
No further action						

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

09/23/2009

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

<u>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]	090181150	Recovery	3VWRJ71K08M [REDACTED]			
SMITHN	07/23/2009 02:36:09 PM	Assigned To HEARNSN RCM to send mechatronic email to Dealer 407430.				inquiry 407430 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
HEARNSN	07/24/2009 09:48:51 AM	Assigned To HEARNSN				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	07/28/2009 11:59:13 AM	E-Mail To Barry		407430		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]
 Model Year/Model: 2008 Jetta
 VIN: 3VWRJ71K08M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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

ZIEHMEC	07/28/2009 12:00:13 PM	Assigned To MANNNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 05:03:31 PM	Assigned To HEARNSN				
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Please follow up with dealer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/03/2009 01:05:42 PM	Call To Mara		407430		RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part is not in yet; is in rental; no goodwill offered yet; no ETA given. RCM to assign to CO.
ZIEHMEC	08/03/2009 01:18:02 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer.
MANNAE	08/04/2009 01:13:23 PM	Call To [REDACTED]				CO called customer and apologized for inconvenience on part status, appreciate customer patience. Customer states he is out of town and scheduled to go have vehicle repaired on Friday 8-7-09, states it's no problem just happy to have vehicle repaired. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181154	Recovery	3VWRJ71K68M [REDACTED]			inquiry 407430 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 02:38:26 PM	Assigned To HEARNSN				
RCM to send mechatronic email to Dealer 407403.						

ZIEHMEC 07/28/2009 11:59:31 AM E-Mail To Roger 407430

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K68M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
248-754-3577

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/28/2009 12:02:28 PM	Assigned To MANNNAE				RCM assigned to CO
ZIEHMEC	07/29/2009 09:49:58 AM	E-Mail From Roger		407403		the owner has car waiting for part ordered in Johnson city. Please note RCM to change dealer code and contact dealer 407430
ZIEHMEC	07/29/2009 09:51:42 AM	E-Mail To Barry		407430		<p>We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.</p> <p>Customer Name: [REDACTED]</p> <p>Model Year/Model: 2008 Jetta</p> <p>VIN: 3VWRJ71K68M [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 1) Is the customer in a rental or loaner? 2) Have you offered any goodwill? 3) What part arrival time has been communicated to the customer? 4) Other pertinent information that you think we should be aware of? <p>If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.</p> <p>Thank you in advance for your help.</p> <p>Christine Ziehmer 248-754-3577</p> <p>The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 407430 e-mail.</p>
ZIEHMEC	07/29/2009 02:00:18 PM	E-Mail From Barry		407430		<p>Customer is not in a rental vehicle. The parts have arrived as of yesterday customer has been contacted and appointment is scheduled for Thursday July30th no goodwill has been offered and customer has been updated on part status.</p> <p>RCM to close as parts have arrive. No further action.</p>

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

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta Wolfsburg Edition						
[REDACTED]	090181159	Recovery	3VWRA71K98M [REDACTED]			inquiry 408230
HAWLEYD	07/23/2009 02:41:52 PM	E-Mail To Cindy Goglia		408230		Pr. Part: 3885-Mechatronics
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					Pr. Rsn: 55J Outbound
HAWLEYD	07/24/2009 08:55:11 AM	E-Mail From Cindy Goglia		408230		
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner? No					
	2) Have you offered any goodwill? No					
	3) What part arrival time has been communicated to the customer? We are told should be by the end of the month, has usually been anywhere from 3wks to month and a half to receive parts					
	4) Other pertinent information that you think we should be aware of? No					
ABDULAM	07/29/2009 11:56:09 AM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090181161	Recovery	3VWRA71K08M [REDACTED]			inquiry 408252
HAWLEYD	07/23/2009 02:44:44 PM	E-Mail To Godfrey (assistant to mgr)		408252		Pr. Part: 3885-Mechatronics
	RCM sent e-mail to service advisor. RCM waiting for service advisor e-mail.					Pr. Rsn: 55J Outbound
HAWLEYD	07/24/2009 08:46:09 AM	E-Mail From Pedro		408252		
	Hello Diane, The customer has been in a rental for four days now. We are expecting the control unit in early August. The customer has not expressed any concerns regarding any type of goodwill or compensation.					
	Thanks, Pedro Martin Jack Daniels Motors					
ABDULAM	07/29/2009 11:37:15 AM	Voice Mail To [REDACTED]				
ABDULAM	07/29/2009 11:38:05 AM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181168	Recovery	3VWRJ71K08M [REDACTED]			
BALDWIA	07/23/2009 02:47:14 PM	Note To CCC				
	RCM to contact Service Manager regarding parts concern.					inquiry 425157 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 07/28/2009 12:12:10 PM E-Mail To George 425157

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

Customer Name: [REDACTED]
 Model Year/Model: 2008 Jetta
 VIN: 3VWRJ71K08M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/28/2009 12:12:23 PM	Assigned To MANNAE				RCM assigned to CO.
ZIEHMEC	07/29/2009 11:07:14 AM	E-Mail From George		425157		The customer is in a rent car. The part came in and the customer is aware of the time. I have not offered any goodwill towards this customer. Jamey Warneke VW Service Manager Autobahn Motorcar Group 3000 White Settlement Road Fort Worth, TX 76107 817-390-3760 CO to call customer.
ABDULAM	07/29/2009 05:21:39 PM	Note To ccc				As part has arrived at Dealer, no further follow up is required from outbound.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181179	Recovery	3VWRJ71K68M [REDACTED]			
SMITHN	07/23/2009 02:53:34 PM	Assigned To HEARNSN RCM to send mechatronic email to Dealer 409215.				inquiry 409215 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 07/28/2009 11:42:26 AM E-Mail To Richard 409215

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K68M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
248-754-3577

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/28/2009 11:43:47 AM	Assigned To MANNAE				
		RCM assigned to CO				
ABDULAM	07/29/2009 05:03:08 PM	Assigned To HEARNSEN				
		Please follow up with dealer.				
ZIEHMEC	08/03/2009 01:05:04 PM	Call To Rick		409215		
		RCM advised Service Manager of the customers concerns and the info RCM is seeking. Service Manager states: part is in; no rental; no goodwill offered. 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 A5 2.0L GLI [REDACTED]	090181183	Recovery	3VWBA71K78M [REDACTED]			inquiry 409415 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/23/2009 03:01:37 PM	E-Mail To Joe Lishman		409415		

***** Email to jlishman@stohlmanauto.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: 3VWBA71K78M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo
(248) 754-3310

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/24/2009 10:57:47 AM	Return Call From Joe Lishman		409415		Service Manager advised the customer is in loaner and the current ETA for the part is second week of August, customer did not ask for any compensation. RCM to assign to CO to call customer.
ISTIFOV	07/24/2009 10:59:42 AM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/29/2009 01:19:02 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

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

<u>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]	090181184	Recovery	3VWRJ71K38M [REDACTED]				
SMITHN	07/23/2009 02:55:57 PM	Assigned To HEARNSN RCM to send mechatronic email to Dealer 409256.					inquiry 409256 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 07/28/2009 11:44:27 AM E-Mail To Sam 409256

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K38M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
248-754-3577

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/28/2009 11:45:43 AM	Assigned To MANNAE				
	RCM assigned to CO.					
ABDULAM	07/29/2009 05:05:14 PM	Assigned To HEARNSN				
	Please follow up with dealer.					
ZIEHMEC	08/03/2009 01:05:31 PM	Call To Steve		409256		
	RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: vehicle is repaired:					
	090181186	Recovery	3VWRA71KX8M	15,000		
PABSTM	07/23/2009 02:57:48 PM	Call To Tony V		406401		Complaint 406401
	Service Manager advised no loaner, no current goodwill, but this is the second mechatronic, then a new transmission went in with old mechatronics, and now the customer is waiting for new mechatronic, the customer has already received goodwill from the FOM, for the previous concerns. RCM to call the FOM.					
PABSTM	07/23/2009 03:07:23 PM	Call To jamie Kaliszewski				Pr. Part: 3885-Mechatronics
	FOM originally offered \$3000 trade, customer wanted \$6000, there is a lot of aftermarket equipment on the car, additional goodwill can be offered after repair, and customer can be put in a loaner. CO to call the customer.					
PABSTM	07/23/2009 03:14:54 PM	Assigned To MANNAE				Pr. Rsn: 55J Outbound
ABDULAM	07/29/2009 11:10:04 AM	Voice Mail To				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090181193	Recovery	3VWRA71K58M [REDACTED]			inquiry 408272
HAWLEYD	07/23/2009 03:05:12 PM	E-Mail To Michael Knight		408272		Pr. Part: 3885-Mechatronics
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					Pr. Rsn: 55J Outbound
HAWLEYD	07/29/2009 11:05:41 AM	Call From Michael Knight		408272		
	Service manager advised they are still waiting for the part. Service manager advised that the customer is not in a rental and no goodwill has been offered.					
ABDULAM	07/29/2009 11:07:46 AM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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 CUSTOMER COMMENT DETAIL REPORT
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2008 Jetta Wolfsburg Edition						
██████████	090181223	Recovery	3VWRA71K58M	██████████		Complaint 406403
PABSTM	07/23/2009 03:24:09 PM	E-Mail To Bill Welsh		406403		Pr. Part: 3885-Mechatronics
	RCM sent email of mechatronic questions. RCM to wait email from dealer 406403.					Pr. Rsn: 55J Outbound
PABSTM	07/24/2009 10:27:23 AM	E-Mail From bill welsh		406403		
	Hi Michele,					
	<ol style="list-style-type: none"> 1. ██████████ is in a loaner car 2. We have not offered any goodwill 3. The part was ordered 07/06/2009 and she knows that it will take 6 weeks or more. 4. N/A 					
	Hope this helps, Bill Welsh YBH Sales & Service					
	RCM to assign to CO.					
ZIEHMEC	08/05/2009 01:08:13 PM	Note To CCC				
	No further action					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090181760	Recovery	3VWRA71K78M [REDACTED]			inquiry 408284 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
HAWLEYD	07/24/2009 08:13:17 AM	E-Mail To Fred Gates RCM sent e-mail to the service director. RCM waiting for service director e-mail.				
HAWLEYD	07/24/2009 10:29:55 AM	E-Mail From Fred Gates 1) Is the customer in a rental or loaner? No, Customer is currently driving there vehicle 2) Have you offered any goodwill? No 3) What part arrival time has been communicated to the customer? No, we are not given an eta to pass along to the customer. We are given approximates and guesstimates 4) Other pertinent information that you think we should be aware of? No				
ABDULAM	07/29/2009 01:16:46 PM	Voice Mail To [REDACTED] CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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<u>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						
[REDACTED]	090181765	Recovery	3VWRA71K68M1 [REDACTED]			Inquiry 408288
HAWLEYD	07/24/2009 08:20:45 AM	E-Mail To John Lynch		408288		Pr. Part: 3885-Mechatronics
	RCM sent e-mail to the service manager. RCM waiting for service manager e-mail.					Pr. Rsn: 55J Outbound
ABDULAM	07/29/2009 04:59:30 PM	Assigned To HAWLEYD				
	Please follow up with dealer.					
HAWLEYD	07/31/2009 07:39:49 AM	E-Mail From John Lynch		408288		
	Service manager advised that the customer is not in a loaner/rental and is driving their vehicle, no goodwill and nothing special.					
HAWLEYD	07/31/2009 07:40:41 AM	Assigned To MANNAE				
ABDULAM	07/31/2009 11:10:03 AM	Call To [REDACTED]				
	Customer states the Dealer called and part is in at the Dealer and her daughter is going to call to make an appointment. 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 2.0T [REDACTED]	090181766	Recovery	3VWRJ71K58M [REDACTED]			
CAMPOSA	07/24/2009 08:23:26 AM	E-Mail For Matt		402641		inquiry 402641 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	We do have VIN 3VWRJ71K58M [REDACTED] been here since July 16TH and customer is in rental vehicle. We did offer her a payment good will gesture for her vehicle being down.					
	This was authorized by Paul Freiburger. RCM to assign to CO					
CAMPOSA	07/24/2009 08:25:47 AM	Assigned To MANNAE				
CAMPOSA	07/27/2009 08:43:10 AM	E-Mail To Matt		402641		
	Good Morning Matt, On the two vehicles listed below that you said we did not mention, can you provide the sales doc number for each, as well as the order date and whether they are on Red-Order? Best Regards, Ann Camposeo Central Regional Case Manager Ann.Camposeo@vw.com 248-754-3242 RCM to wait Dealer email					
ABDULAM	07/29/2009 02:08:12 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>	
2008 Jetta Wolfsburg Edition							
[REDACTED]	090181768	Recovery	3VWRA71K88M [REDACTED]			Inquiry 408288	
HAWLEYD	07/24/2009 08:26:09 AM	E-Mail To John Lynch		408288		Pr. Part: 3885-Mechatronics	
		RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					Pr. Rsn: 55J Outbound
ABDULAM	07/29/2009 04:59:14 PM	Assigned To HAWLEYD					
		Please follow up with dealer.					
HAWLEYD	07/30/2009 08:31:04 AM	E-Mail From John Lynch		408288			
		Customer is not in a loaner; no goodwill offered and they are currently driving the vehicle.					
HAWLEYD	07/30/2009 08:31:56 AM	Assigned To MANNAE					
ABDULAM	07/31/2009 11:12:49 AM	Voice Mail To [REDACTED]					
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181770	Recovery	3VWRJ71K08M [REDACTED]			
SMITHN	07/24/2009 08:24:44 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to Dealer 425018.					inquiry 425018 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 09:24:13 AM	E-Mail To Sherry Gilpin		425018		
	RCM sent email to Dealer 425018 requesting needed information. RCM to wait on Dealer email.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	07/28/2009 12:33:16 PM	E-Mail To Sherry		425018		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]
 Model Year/Model: 2008 Jetta
 VIN: 3VWRJ71K08M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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

ZIEHMEC	07/28/2009 12:33:23 PM	Assigned To MANNNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 04:56:26 PM	Assigned To BALDWIA				
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Please follow up with dealer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/03/2009 12:37:34 PM	Call To Tim		425018		RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part is not in yet not in rental or loaner; no goodwill; no ETA given. RCM to assign to CO.
ZIEHMEC	08/03/2009 12:41:56 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer.
MANNAE	08/04/2009 03:06:34 PM	Call To [REDACTED]				CO attempted to call customer home and business number and both have been disconnected or no longer in service. CO to call dealer.
MANNAE	08/04/2009 03:11:44 PM	Call To Jessie		425018		SA provided customer number and advised part is still not in and was ordered 7-1-09. CO to call customer.
MANNAE	08/04/2009 03:17:47 PM	Call [REDACTED]				CO advised calling to apologize for inconvenience on part delay for vehicle, advised dealership has taken this has a high priority and are taking right steps to get vehicle repaired as quickly as possible, invited customer to call with any questions or concerns. Customer thanked for call and stated vehicle was fine. 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 A5 2.0T [REDACTED]	090181772	Recovery	3VWRJ71K08M [REDACTED]			
SMITHN	07/24/2009 08:26:35 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to Dealer 425018.					inquiry 425018 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 09:23:45 AM	E-Mail To Sherry Gilpin		425018		
	RCM sent email to Dealer 425018 requesting needed information. RCM to wait on Dealer email.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	07/28/2009 12:25:36 PM	E-Mail To Sherry		425018		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]
 Model Year/Model: 2008 Jetta
 VIN: 3VWRJ71K08M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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ZIEHMEC	07/28/2009 12:25:43 PM	Assigned To MANNNAE				
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RCM assigned to CO.

ABDULAM	07/29/2009 04:55:39 PM	Assigned To BALDWIA				
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Please follow up with dealer.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/03/2009 12:36:00 PM	Call To Tim		425018		
RCM advised Service Advisor of the customers concerns and the info RCM is seeking. Service Advisor states: part is in; not in rental or loaner; no goodwill. No further action.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090181776	Recovery	3VWRJ71K08M [REDACTED]			
SMITHN	07/24/2009 08:31:07 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to dealer 425156.					inquiry 425156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/27/2009 09:05:43 AM	E-Mail To Dan Turk		425156		

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta A5 2.0T

VIN: 3VWRJ71K08M [REDACTED]

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

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

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

Thank you in advance for your help.

RCM to wait on DLR 425156 email.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SMITHN	07/27/2009 12:35:32 PM	E-Mail From Dan Turk		425156		

The customer is in a loaner.

The repair is warranty.

The part arrived today 7/27/09.

We expect to have the part installed today and the vehicle back to the customer tomorrow. We need to properly test drive the vehicle following installation. Outbound to call CUST.

ZIEHMEC	07/28/2009 12:11:40 PM	Note To CCC				
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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

<u>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]	090181779	Recovery	3VWRJ71K98M [REDACTED]			inquiry 425428 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/24/2009 08:33:17 AM	Assigned To BALDWIA				
	RCM to send mechatronic email to dealer 425428.					

ZIEHMEC 07/28/2009 12:10:02 PM E-Mail To Gerald 425428

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

Customer Name: [REDACTED]
 Model Year/Model: 2008 Jetta
 VIN: 3VWRJ71K98M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/28/2009 12:10:13 PM	Assigned To MANNAE				
		RCM assigned to CO.				
ZIEHMEC	07/28/2009 02:14:22 PM	E-Mail From GFerald		425428		
		Customer is driving their car while the part is on order No goodwill has been offered We have no estimated arrival date Customer seems to be understanding				
		Jerry Skinner Service Manager Cable Motors 405-787-0433 CO to call customer.				
MANNAE	08/04/2009 03:42:30 PM	Call To [REDACTED]				
		CO attempted to call customer and home number was wrong, left message at business number. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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

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

<u>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]	090181780	Recovery	3VWRJ71K78M [REDACTED]			
CAMPOSA	07/24/2009 08:33:51 AM	E-Mail From Matt		402641		inquiry 402641 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
We also have VIN 3VWRJ71K78M [REDACTED] been here since June 16th and customer is in a loaner vehicle. We did offer her a payment good will gesture for her vehicle being down.						
This was authorized by Paul Freiburger. RCM to assign to CO						
CAMPOSA	07/24/2009 08:34:49 AM	Assigned To MANNAE				
CAMPOSA	07/27/2009 08:44:09 AM	E-Mail To Matt		402641		
Good Morning Matt,						
On the two vehicles listed below that you said we did not mention, can you provide the sales doc number for each, as well as the order date and whether they are on Red-Order?						
Best Regards, Ann Camposeo Central Regional Case Manager Ann.Camposeo@vw.com 248-754-3242 RCM to wait Dealer email						
ABDULAM	07/29/2009 02:05:36 PM	Call To Ed		402641		
Service Advisor states vehicle was repaired yesterday. 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 2.0T [REDACTED]	090181906	Recovery	3VWRJ71K98M [REDACTED]			
ZIEHMEC	07/24/2009 10:52:24 AM	E-Mail To Ken		405226		
<p>We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.</p>						inquiry 405226 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K98M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/24/2009 12:17:25 PM	Call From Ken		405226		
Service Manager states: the customer came in on 7/15; they got a mechatronic unit from another dealer and the vehicle was repaired and back with the customer by 7/21. No further action.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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2008 Jetta A5 2.0T

[REDACTED]	090181909	Recovery	3VWRJ71K88M [REDACTED]			inquiry 405074 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	07/24/2009 10:56:18 AM	E-Mail To David		405074		

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

Customer Name: [REDACTED]
 Model Year/Model: 2008 Jetta
 VIN: 3VWRJ71K88M [REDACTED]

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

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

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

Thank you in advance for your help.

Christine Ziehmer
 248-754-3577
 RCM backup

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ZIEHMEC	07/27/2009 11:49:01 AM	E-Mail From David		405074		
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The customer is driving the vehicle. Part was ordered 06/30/09. Part is due end of July????? Goodwill has not been offered at this time. Vehicle has 16,284 miles on it. RCM to assign to CO.

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/27/2009 11:50:20 AM	Assigned To MANNAE				
		RCM assigned to CO.				
ABDULAM	07/29/2009 02:53:19 PM	Call To [REDACTED]				
		Customer states she got the vehicle repaired yesterday. 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

██████████ 090181922 Recovery 3VWRJ71K28M ██████████

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

ZIEHMEC 07/24/2009 11:41:04 AM E-Mail To Terry 407235

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

Customer Name: ██████████
Model Year/Model: 2008 Jetta
VIN: 3VWRJ71K28M ██████████

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

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

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

Thank you in advance for your help.

Christine Ziehmer
248-754-3577

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	07/27/2009 12:15:37 PM	E-Mail To Terry		407235		
	1) Is the customer in a rental or loaner?-NO 2) Have you offered any goodwill?-NO 3) What part arrival time has been communicated to the customer?-NO 4) Other pertinent information that you think we should be aware of?-NO RCM to assign to CO.					
ZIEHMEC	07/27/2009 12:41:33 PM	Assigned To MANNAE				
	RCM assigned to CO					
ZIEHMEC	07/30/2009 10:42:27 AM	Call To Terry		407235		
	Please note RCM was calling dealer on another customer and asked about this one. Part Manager states that the parts are in and the customer is coming in today to have the vehicle repaired. CO to call customer and offer 1 vehicle payment.					
MANNAE	08/04/2009 04:00:51 PM	Call To M [REDACTED]				
	CO followed un with customer to apologize for her inconvenience. Customer states they no longer have vehicle and have sold it.					
[REDACTED]	090182217	Recovery	3VWRJ71K88M	[REDACTED]		
ISTIFOV	07/24/2009 04:12:46 PM	Call To Jay		409110		
	(Service Manager is out this week) Service Advisor advised the ETA for the part is mid August, customer is in their vehicle, has not requested any sort of compensation. RCM to assign to CO to contact customer.					
ISTIFOV	07/24/2009 04:14:29 PM	Assigned To MANNAE				
	CO to call customer.					
ABDULAM	07/29/2009 02:09:44 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

inquiry 409110
 Pr. Part: 3885-Mechatronics
 Pr. Rsn: 55J Outbound

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

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090182234	Recovery	3VWRJ71K08M [REDACTED]			
ISTIFOV	07/24/2009 04:25:37 PM	Call To Joe Lishman		409415		inquiry 409415 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	SM advised that the part is expected in mid August, customer is in a loaner, customer has not asked for compensation. RCM to assign to CO to call customer.					
ISTIFOV	07/24/2009 04:28:18 PM	Assigned To MANNNAE				
	CO to call customer.					
ABDULAM	07/29/2009 01:25:22 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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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]	090182260	Recovery	3VWRJ71K88M [REDACTED]			inquiry 409451 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/24/2009 04:53:13 PM	E-Mail To Robert Harman		409451		

***** Email to rharman@brownscar.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: 3VWRJ71K88M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo
(248) 754-3310

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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ISTIFOV	07/27/2009 02:13:26 PM	E-Mail From Robert Harmon		409451		
		Part is on back order will call the customer to update mechatronics unit due in beginning of Aug. Customer is in rental.				
		Robert Harman Service Director				
		Brown's Buick Volkswagen Jaguar 10501 Midlothian Turnpike Richmond, VA 23235				
		O) 804-897-8140 F) 804-897-5564 RCM to assign to CO to call customer.				
ISTIFOV	07/27/2009 02:13:50 PM	Assigned To MANNAE				
		CO to call customer.				
ABDULAM	07/29/2009 03:34:23 PM	Note To cccc				
		Phone number is inoperable. CO to call dealer.				
ABDULAM	07/29/2009 03:35:05 PM	Call To Scott		409451		
		Service Advisor states vehicle is repaired and picked up. No further action.				

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 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090183283	Customer Relations	3VWRJ71K58M [REDACTED]	20,000		Complaint 406442 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
LANDRYK	07/27/2009 09:33:02 AM	Call From [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
		Customer states: is very frustrated; his vehicle has been at the Dealer for 4.5 weeks; no his mechatronic needs to be replaced and Dealer advised they are not sure when the mechatronic will be in; he is in a loaner; Dealer 406442 has taken good care of him; he just wanted to let VW know how disappointed he is; this is the first vehicle he purchased on his own; a lot of friends have purchased brand new vehicle's from other manufacturers and have not had these concerns; he has had to replace the A/C compressor and was without his vehicle for a day then; figures VW will say there is nothing they can do. Customer seeking: to know what VW can do for him. CO advised: cannot expedite quicker as the part is vin specific and is made for his vehicle; is escalating to a RCM for review; do hope to turn his experience around; RCM will follow up with him by COB 7-28-09. CO to forward to RCM for review.				
LANDRYK	07/27/2009 09:40:18 AM	Assigned To CCC				
		Please review; vehicle has been at the Dealer for 4.5 weeks for the mechatronic; Customer can be reached on his cell phone [REDACTED] between 8 a.m. and 5 p.m. RCM to review.				
CAMPOSA	07/27/2009 10:29:38 AM	Assigned To CAMPOSA				

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/27/2009 12:31:11 PM	E-Mail To Jay Stevens		406442		
***** Email to dayvw@aol.com;keiths@dayauto.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: 3VWRJ71K58M [REDACTED]

Customer's Description of Part: Mechatronics Unit. Seeking the information below, as well as verifying that the part is on Red-Order.

Requested Information

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

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

Thank you in advance for your help.

Ann Camposeo
(248) 754-3242

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RCM to wait Dealer email.

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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>
CAMPOSA	07/28/2009 08:36:09 AM	E-Mail From Jay		406442		
	(email sent yesterday afternoon) Part arrived this am.					
	Jay CO to call customer.					
CAMPOSA	07/28/2009 01:47:15 PM	Call To [REDACTED]				
	RCM advised: understand that the vehicle part came in yesterday. Customer advised: repair has been completed; on his way right now to pick up vehicle; this wasn't the first concern he had with this vehicle and it's only a year old; had the air conditioner compressor replaced, a safety recall and now a Mechatronics replacement that took over 4 weeks. RCM advised: not normally the experience that our VW customers have; RCM would like to provide customer with a vehicle payment as a goodwill gesture; seeking bank statement with account number and monthly payment amount; takes approximately 4 weeks to appear on bank statement; provided customer with fax number (6504). Customer advised: very pleased with offer; will fax information tomorrow. No further action pending fax.					
WILLIAC2	07/29/2009 09:14:58 AM	FAX From [REDACTED]				
	Fax in doc center.					
CAMPOSA	07/29/2009 09:19:31 AM	Note To CCC				
	850608448, 3VWRJ71K58M [REDACTED] [REDACTED] vehicle payment due to lengthy wait for repair. Total = \$376.70					
CAMPOSA	07/30/2009 10:56:01 AM	E-Mail From Keith		406442		
	REPAIRS COMPLETED - VEHICLE RETURNED TO OWNER Wait check to mail					
CR_BATCH	08/01/2009 04:00:27 AM	Note To CAMPOSA				
	Amount for \$ 376.70 was Posted on 07/31/2009. AP reference number: 40040009					

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CUSTOMER COMMENT DETAIL REPORT
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2008 Jetta A5 2.0T						
[REDACTED]	090183305	Customer Relations	3VWRJ71K68M [REDACTED]	6,000		Complaint 408203 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
ALEXANLA	07/27/2009 09:54:07 AM	Call From [REDACTED]				Complaint 408203 Part: 3885-Mechatronics Rsn: E07 Stumbles/hesitates/dies in stop/go driving
Customer states took vehicle to Dealer 408203 to have a recall done; states after the recall was done noticed the vehicle has a concern with it jerking when stepping on the gas; states dealer ordered a part and advised that it is on back order for 4 weeks. CO seeking to know what part has dealer ordered. Customer states she doesn't know; states is working with John in service; states does not like to continue to drive her vehicle like this; states seeking to know what is the status of her part. CO advised Customer that the parts department of her dealer would be the best source to reference however case will be assigned to RCM to further research; seeking to know the best time of day for follow up. Customer states in the morning after 9am. CO advised Customer that if able RCM will follow up in tomorrow morning 7/28 between 8am-12pm Customer time zone and as well per Customer request after 9am but by latest COB tomorrow 7/28. Customer acknowledged. CO to assign case to RCM.						
ALEXANLA	07/27/2009 10:02:24 AM	Assigned To RCM				Complaint Rsn: 25K Update Info/Address
Please follow up on back order part status; call 201-951-8298 in the morning if able but after 9am but by latest COB tomorrow 7/28. RCM to research.						
HAWLEYD	07/27/2009 10:52:29 AM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	07/27/2009 11:57:02 AM	Call To Edgar (assistant to mgr)		408203		
Service advisor advised that the customer needs a mechatronic unit. Service advisor advised that the customer is not in a rental or loaner vehicle. RCM advised that she will contact the customer. RCM advised that we may have to place the customer in a rental/loaner vehicle. RCM to contact customer.						

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STATONJ	07/28/2009 08:45:21 AM	Call From	[REDACTED]			[REDACTED] Customer states: purchased vehicle new; already had a recall; was going to purchase another vehicle but was advised that vehicle needed a new transmission before he purchased it; current vehicle was jerking when accelerating; took to Dealer 408203; Dealer advised vehicle needed a transmission part which would be ordered and Customer would be called back in a few days; Dealer did not call; eventually called the Dealer back after awhile to be advised that Customer is on a long waiting list for the part; this is not acceptable. Customer seeking to give the car back. CA advised: Customer spouse has contacted CARE 07/27/09; an RCM is looking into concern; can transfer Customer to RCM. Customer states: purchased vehicle for \$22,000; checked the automated VCI information and found owes more than \$22,000 now; put \$2,000 down and doesn't understand how this can be; has purchased many new vehicles; wants to sell vehicle. CA advised: does not have access to VCI records; Customer would need to call VCI directly to research this concern. CA to transfer.
STATONJ	07/28/2009 08:51:22 AM	Transfer To	HAWLEYD			RCM unavailable. CA to return to Customer.
STATONJ	07/28/2009 08:51:43 AM	Return To	[REDACTED]			CA advised: RCM is not available at the moment; can transfer Customer to RCM voicemail or leave message for RCM that Customer called. Customer seeking for CA to leave message for RCM to call him. CA advised: CARE has committed to calling Mrs. Occhipinti by EOB today and will also call Customer back by EOB today. Customer states to call him at [REDACTED] Customer seeking to be transferred to VCI. CA transferred Customer to VCI. RCM to review.
HAWLEYD	07/28/2009 02:19:50 PM	Call To Ms.	[REDACTED]			RCM advised customer that the part that she is waiting for is a mechatronics unit and it is a VIN specific built item that takes 6-8 weeks to build. RCM advised that we will work with corporate parts to obtain the part as quickly as possible. RCM advised that we will provide her a rental or loaner vehicle to drive when the vehicle is being repaired. RCM advised that we will follow up by COB on Friday 7/31/09.
CLAYTOY	07/28/2009 02:48:01 PM	Call From	[REDACTED]			Customer states he is seeking to speak with the RCM. CA advised the customer the RCM just called and advised the parts ordered is the mecatronics and the part is VIN specific and it takes 6 to 8 weeks to build. CA advised the RCM noted she call the customer by the COB on 7-31-09. Customer states still wants to speak with the RCM. Customer states was the part ordered around two weeks ago when he brought the vehicle in to dealer 408203. Customer reiterate he needs to speak with RCM. Customer states his name should also be on the file too. CA update VW file to show the customer name along with his spouse. CA advised the customer if the RCM is not available he could leave a voicemail message. CA to transfer the call.

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CLAYTOY	07/28/2009 02:49:56 PM	Transfer To Diane Hawley				
		Transfer RCM.				
HAWLEYD	07/31/2009 02:24:20 PM	Call From Bob Gross		408203		
		Service manager advised that the mechatronics unit has not arrived as of yet. RCM to contact customer.				
HAWLEYD	07/31/2009 02:54:33 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM or CA - Please advised customer that we are still waiting for her mechatronics unit to come in. Please advised that we are expecting an update on Friday 8/07/09 and we will contact her by COB on Friday 8/07/09. RCM waiting for customer call back.				
MORRISC	08/04/2009 10:52:11 AM	Note To Diane				
		FYI. We received the prelim paperwork from cust atty. Please do not make any settlement offers to the cust. Please let me know if the part does not arrive by 8/7/09. Thanks.				
HAWLEYD	08/04/2009 11:49:05 AM	Call To Bob Gross		408203		
		Service manager advised that the mechatronic unit was ordered on 7/07/09 and customer is currently driving the vehicle. Service manager advised that they have not received the mechatronics unit as of yet. RCM advised that the customer has filed with an attorney and at this point we do not want to make any offers to the customer. RCM to follow up.				
EDWARDAM	08/05/2009 05:26:16 PM	Note To CCC				
		Please reference Med/Arb case # 90187951. RCM to follow up 8/7 on part.				
HAWLEYD	08/06/2009 11:11:11 AM	Call To Bob Gross		408203		
		Service manager advised that the part has not arrived as of yet. RCM to follow up.				
HAWLEYD	08/07/2009 03:07:15 PM	Call To Bob Gross		408203		
		Service manager advised that the mechatronics unit arrived. Note to user MED/ARB case has been opened. RCM not to contact customer.				

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MULLINT	08/07/2009 03:15:53 PM	Note To CCC				
As Med/Arb case is open, no further action.						

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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta Wolfsburg Edition						
[REDACTED]	090183432	Customer Relations	3VWRA71K38M [REDACTED]	9,000		Complaint 406416 Pr. Part: 3730-Transmission ECM Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
SYLVESM	07/27/2009 11:35:47 AM	Call From [REDACTED]				
	Customer states vehicle has been shifting oddly since June; took to Dealer 406416 who diagnosed computer module is dying and is not able to communicate to vehicle how to shift properly; Dealer advised computer module to be ordered and will repaired in approximate 30 days; vehicle been at Dealer since 7/08/09; Customer given loaner vehicle. Customer seeks VW to pay next month's lease payment due to long term repair. CO advised will escalate to RCM for review; advised resolution may not meet Customer expectations; advised RCM will callback by COB 07/28. CO to assign to RCM.					
SYLVESM	07/27/2009 11:41:14 AM	Assigned To RCM				
	Please callback Customer after 3:30pm at [REDACTED] RCM to review goodwill lease payment request.					
PABSTM	07/27/2009 04:04:51 PM	Assigned To PABSTM				
PABSTM	07/27/2009 04:05:48 PM	Call To Todd Stroh		406416		
	SM advised the customer is in a loaner, dealer 406416 will put a payment through for the customer when the car is repaired. RCM to call the customer.					
PABSTM	07/27/2009 04:16:44 PM	Voice Mail To [REDACTED]				
	RCM LMTRMC. RCM to advise dealer 406416 will be able to process a vehicle payment for her once the vehicle is repaired. RCM to wait customer call.					
PABSTM	07/28/2009 10:41:20 AM	Voice Mail To [REDACTED]				
	RCM LMTRMC. RCM to advise dealer 406416 will be able to process a vehicle payment for her once the vehicle is repaired. RCM to wait customer call.					

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CLAYTOY	07/28/2009 11:43:47 AM	Return Call From	[REDACTED]			Customer states she is returning the RCM. CA advised the customer VW would transfer the call to the RCM and if the RCM is not available the customer could leave a voicemail message. RCM to follow up.
CLAYTOY	07/28/2009 11:46:19 AM	Transfer To Michelle Pabst				Transfer to RCM.
PABSTM	07/28/2009 11:49:33 AM	Continued Comment With	[REDACTED]			RCM advised working with the Service Manager's at dealer 406416 (Todd Stroh and mike Egan), that we will be able to apply a monthly payment amount to her VCI account, to provide the dealer with a copy of statement or something showing the payment amount and account #, they will process a payment to VCI, which she should see on a VCI statement in a month or 2, and to continue making her vehicle payments as usual. No further action.

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2008 Jetta A5 2.0T [REDACTED]	090184539	Customer Relations	3VWRJ71K68M [REDACTED]	14,000		
BAKERCR	07/28/2009 10:34:52 AM	Call From [REDACTED]				Complaint 407218 Pr. Part: LEAS-LEASE AND LOAN PAYMENT Pr. Rsn: 69C Dealer Referred Customer to CARE
		Customer states has not been able to drive vehicle since 6-29-09; took to dealer 407218 for transmission slipping on the down shift; dealer ordered a Mechatronics; dealer has not ETA of part; dealer Service Advisor Scott and Service Manager Herschel recommended customer contact CCC to open a file; Customer states seeking vehicle to be repaired; if vehicle cannot be repaired in a timely fashion customer seeking a car payment and/or a vehicle to drive while waiting for repairs on his vehicle; CO advised would document request; could not guarantee out of request but would forward it to a RCM for review; advised customer could expect a follow up call no later than COB 7-29-09; use [REDACTED]; CO to assign to RCM.				Complaint 407218 Part: 3511-Mechatronic Rsn: 82E Parts Delay
BAKERCR	07/28/2009 10:44:21 AM	Assigned To CCC				
		Customer seeking car payment for time car has been down; RCM to review				
ZIEHMEC	07/28/2009 11:10:41 AM	Assigned To ZIEHMEC				
		Assigned for handling.				
ZIEHMEC	07/28/2009 01:39:04 PM	Voice Mail To Hershell		407218		
		RCM advised Service Manager of the customers concerns and what he is seeking. RCM to wait Service Manager call.				
ZIEHMEC	07/28/2009 05:28:37 PM	Voice Mail From Hershell		407218		
		SM states for RCM to call him back. RCM to call SM.				
ZIEHMEC	07/29/2009 02:01:31 PM	Call To Hershell		407218		
		RCM advised Service Manager of the customers concerns and what he is seeking. Service Manager states: he has an eta of 8/28; he will check on it and the days down and call RCM back. RCM to wait dealer 407218 call.				
ZIEHMEC	07/29/2009 02:56:06 PM	Return Call From Hershell		407218		
		Service Manager states: parts are set to come in at the end of August; parts red ordered on 6/23/09. RCM to call customer and advise VW will continue to work with dealer and cannot determine appropriate compensation until the vehicle is repaired.				

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

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

<u>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	07/29/2009 03:06:51 PM	Call From [REDACTED]				Customer states: hasn't heard back from anyone yet, and he really needs to know what is going on with vehicle. CA advised: will see if RCM is available. CA to transfer.
GIROUXS	07/29/2009 03:07:06 PM	Transfer To Christine				CA transferred to RCM. RCM to continue.
ZIEHMEC	07/29/2009 03:10:16 PM	Note To CCC				Please note that RCM was entering a voice mail that was left for customer when they called back. Notes are out of order. RCM asked that CA delete notes and allow RCM to enter the notes in the correct order.
ZIEHMEC	07/29/2009 04:02:07 PM	Face-To-Face With Moises				Please note RCM advised SUP of concern with notes. SUP spoke with other SUP who advised not to change the notes and to add this note reflecting the notes are very out of order. RCM to continue with notes out of order.
ZIEHMEC	07/29/2009 04:04:20 PM	Continued Comment From [REDACTED]				RCM advised customer: VW will continue to work with dealer and cannot determine appropriate compensation until the vehicle is repaired; RCM will follow up with him by COB 8/10. Customer states: he needs transportation and did not get any from the dealer; he can drive his vehicle which is at home but it is knocking so bad he does not feel safe driving it; this is a simple part and should not have to wait this long; seeking for RCM to make previous months payment. RCM advised customer: RCM cannot back date payments and he would have needed to continue making his payments as usual; RCM cannot offer compensation until the vehicle is repaired; RCM can call dealer 407218 for rental info. RCM to call Service Manager.
ZIEHMEC	07/29/2009 04:29:26 PM	Call To Hershell		407218		RCM advised Service Manager of the customers concerns and what he is seeking with the rental. Service Manager states: he has no loaners; he can get a rental for \$35 per day but can only cover the \$25 per day. RCM to further research.
ZIEHMEC	07/29/2009 04:29:34 PM	Face-To-Face With Mindy				RCM advised RC of the customers concerns and what he is seeking with the vehicle payment and rental. RC states VW will cover \$25 per day and will look into possible further assistance with the rental or other compensation once the vehicle is repaired. RCM 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>
ZIEHMEC	07/29/2009 04:38:41 PM	Return To	[REDACTED]			
<p>RCM advised customer: dealer has no loaners; can get him a rental at \$35 per day but VW only covers \$25 per day; VW will have to look into covering the additional \$10 per day as part of the compensation once the vehicle is repaired. Customer states: his dissatisfaction; seeking to know what did VW do to the parts as he does not want to have this same concern in the future; he will never deal with VW and CCC again; VW put the wrong part in at the factory; seeking to speak to someone above RCM. RCM advised customer: the part that is coming is a new updated part which is specific to his vehicle; it was the correct part but it is a more updated part; there is no one else he can speak with that will be able to change the decision. Customer states he is being forced to drive an unsafe vehicle. RCM advised customer: VW will be offering compensation once the vehicle is repaired RCM cannot offer compensation based off the part coming in on 8/28 because the part can come in sooner than that and then it would not be appropriate compensation. Customer states that he will work with the dealer until he hears back from RCM. RCM to call dealer 407218 on 8/10.</p>						
ZIEHMEC	08/10/2009 12:57:15 PM	Voice Mail To	Hershell	407218		
<p>RCM advised Service Manager that RCM is seeking to know if the parts came in. RCM to wait Service Manager call.</p>						
HOFFMAB	08/10/2009 03:18:29 PM	Call From	[REDACTED]			
<p>Customer seeking to speak with RCM. CA to transfer call.</p>						
HOFFMAB	08/10/2009 03:19:01 PM	Transfer To	associate			
<p>CA transferred call to RCM</p>						
ZIEHMEC	08/10/2009 03:22:53 PM	Continued Comment From	[REDACTED]			
<p>Customer states: he spoke to the Service Advisor and the part is in; seeking to get an update. RCM advised customer that RCM is seeking to know the date he got a rental vehicle. Customer states that he decided not to because the Service Manager told him that there would be no harm in driving the vehicle. RCM advised customer: because of the days down VW will provide 2 vehicle payments; he will need to fax or mail in a copy of his payment stub; he will need to continue to make his payments as usual; he has 30 days to get the paperwork to CCC. Customer states: he will fax it; he found forums online; he is going in tomorrow and it should be repaired tomorrow. RCM advised of fax number. No further actions pending customer fax.</p>						
ZIEHMEC	08/10/2009 03:27:39 PM	Voice Mail From	Hershell	407218		
<p>Please note this message was left before customer called. Service Manager states part is in and to call him if RCM has further questions. No further action pending customer fax.</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>
MARASHS	08/11/2009 04:08:35 PM	FAX From	[REDACTED]			
	Fax in Doc Center.					
PRENTIM	08/12/2009 10:16:37 AM	Note To CCC				
	RC to generate EFT to VCI on customer's behalf for 2 vehicle payments as Goodwill due to downtime. EFT amount is \$828.34 (\$414.17 per payment.)					
CR_BATCH	08/18/2009 04:00:23 AM	Note To PRENTIM				
[REDACTED]	090185556	Customer Relations		20,000		
SHORTK	07/29/2009 09:42:43 AM	Call From	[REDACTED]			
	Customer states 1st VW, leased VEH thru VCI, maintained at DLR 402408, VEH is currently at DLR 402415 due to faulty mechatronic unit. Customer states he is currently in a rental/loaner vehicle. Customer states VEH has lunched forward since 6K miles. Customer states he previously was working with DLR 402408. Customer states he took VEH in at 6K and 10K miles and DLR 402408 advised VEH was operating correctly. Customer states seeking to know if VW is extended warranties on his transmission. CO advised customer we are currently addressing his concern under the terms of the warranties. CO advised customer if there is a recall or warranty extension he would be notified via mail. No further action.					
						Complaint 402415 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation

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

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

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

2008 Jetta A5 2.0T

██████████ 090185697 Customer Relations 3VWRJ71K48M██████████ 15,000

Complaint 403112
Pr. Part: 3511-Mechatronic
Pr. Rsn: T01 Auto/Hybrid -
Shifts roughly

LANDRYK 07/29/2009 11:25:54 AM Call From ██████████

Customer states: she took her vehicle to Dealer 403112 for the S4 campaign; she told the Dealer that she thought there was a concern with her brakes because it did not always feel like her vehicle was stopping; she had noticed that a couple of time the vehicle did not go forward when she accelerated; Dealer advised that this not a brake concern but a concern with her transmission; the mechatronic was ordered; Dealer advised that it would be 2 months at a minimum for the part to come and that Customer should contact CCC; she is in a loaner vehicle. CO advised: do apologize for the inconvenience; the part is vin specific and is made specifically for her vehicle; there is no way to expedite this process any quicker; we are aware there is an extended wait for the part at this time; is escalating to a RCM for review; RCM will follow up with Customer by COB 7-30-09. CO to forward to RCM for review.

LANDRYK 07/29/2009 11:33:56 AM Assigned To CCC

Please review this case; Customer vehicle will be down for 2 months; Customer is in a loaner vehicle. RCM to review.

NARDONP 07/29/2009 11:45:47 AM Assigned To CAMPOSA

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/29/2009 12:26:51 PM	E-Mail To Jason Romanak		403112		
***** Email to bsivanich@ganleyauto.com;jason.r@ganleywestside.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: Mechatronics(?) Customer says they were advised that the vehicle will be down for 2 months. I do not believe that the Mechatronics have a 2 month lead time anymore. Can you provide me with the information below and the ETA being provided by VW?

Requested Information

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

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

Thank you in advance for your help.

Ann Camposeo
(248) 754-3242

RCM to wait Dealer email

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/30/2009 10:58:37 AM	E-Mail From Jason		403112		
<p>Hello Anne,</p> <p>This is a car with a Mechatronic unit ordered, four to six weeks, once the car reaches a month Bob Buck has authorized me to start making car payments.</p> <p>Jason Romanak</p> <p>RCM to advise customer: vehicle component is a VIN specific part; part must come from Germany; Lead-time on part is 4-6 weeks; can come in sooner, but customer has been provided with the lead-time to set her expectations. RCM to call customer.</p>						
GIROUXS	07/30/2009 02:53:57 PM	Call To [REDACTED]				
<p>(CA calling on behalf of RCM) RCM advised: we have gotten in touch with 403112 to confirm part was ordered; would like the opportunity to explain to customer why the mechatronics has such a long order time; as a VIN specific component, this part will only recognize and operate in customer's vehicle; this is a security feature to prevent part theft; if this VIN specific component fails, however, we do need to make a whole new part specifically for customer's car; this process can take 4-6 weeks, and though it may ship in sooner than that, customer is being advised of the longest time it can take so as to set proper expectations. Customer states: very understanding of situation; it stinks, but understands that sometimes parts fail and dealer has her in a rental so she's fine with that; however, daughter starts drivers training next week, and doesn't have a car to drive; customer's insurance covers daughter, so doesn't understand how Enterprise can't allow her to drive, but they said they won't; daughter is supposed to get licensed, and now with this problem it may not happen. RCM advised: understands what a terrible situation customer is in at this point due to vehicle being down; concerns with daughter not being able to drive car isn't something VW will be able to make better, as the policies and procedures the rental agencies have in place are out of VW's control; their insurance policies are what keeps them from being able to assist, and dealer probably has similar policies; customer can call dealer and see if they may be able to work out some sort of loaner situation, but barring customer getting vehicle back to drive without being repaired, there aren't really any options that RCM can think of to help customer. Customer states this is unacceptable; VW is telling customer that because they have a part problem, customer's daughter cannot get a license; not happy with lack of solution; doesn't have any ideas herself, but not happy that she's also paying \$300 a</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>
GIROUXS	07/30/2009 03:06:52 PM	Continued Comment To	██████████			
<p>Continued Comment: month on a car she isn't driving, and is keeping her daughter from going to drivers ed. RCM advised: we can certainly look into any requests customer has due to time down once vehicle is repaired, but wouldn't be fair to customer to evaluate that until vehicle is repaired and we know the full scope of how long vehicle has been down; dealer may also be able to offer assistance, and they are empowered to help customer any way they can, so if they are able to, they will, because they want customer to be happy as well. Customer acknowledged and thanked. RCM to review and close.</p>						
CAMPOSA	07/30/2009 03:09:15 PM	E-Mail From Parts Department		403112		
<p>Part number: 000-325-025-XZD7 Sales Doc: 1005873404 Order Date: 07/24/2009</p> <p>No further action.</p>						

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

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

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

2008 Jetta A5 2.0T

██████████ 090185745 Customer Relations 3VWRJ71K88M ██████████ 22,000

Complaint 409449
 Pr. Part: 3511-Mechatronic
 Pr. Rsn: 56E Hesitation

HOFFMAB 07/29/2009 12:01:26 PM Call From ██████████

Customer states 1st VW, will never buy another, vehicle has been at dealer 409449 since June 16th or 17th, is in rental, but is paying 400.00 for a vehicle she cannot drive, feels it is a lemon, had to replace the ignition switch, there is now a recall (S4) and she is currently waiting for a transmission part, (mechatronic) that has to be built according to the dealer, working with Studgie, service advisor, who has been wonderful, keeping her informed, but she is upset that this is taking so long. Customer states she addressed the hesitation with dealer at one of her services and was told there was nothing wrong, then 2nd time dealer took vehicle home and said there was a problem. CO apologized, advised she will escalate to RCM to review and she can expect return call by COB on Thursday, the 30th. Co to assign to RCM (

HOFFMAB 07/29/2009 12:16:53 PM Assigned To associate - southern region

Customer is upset that she has been in rental over month waiting for part (mechatronic), stated she feels vehicle is lemon, why is this taking so long. Customer can be reached at business # 8 - 4pm ██████████ and if not available. cell ██████████

ISTIFOV 07/29/2009 01:03:40 PM Assigned To ISTIFOV

Assigned.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/29/2009 01:23:20 PM	E-Mail To Miranda Godfrey		409449		

***** Email to mgodfrey@shagauto.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: 3VWRJ71K88M [REDACTED]

Reason for Inquiry: Customer is asking for a vehicle payment. Please let me know when the part was ordered and what ETA you have at this time for the part arrival.

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

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

Thank you in advance for your help.

Vance Istifo
(248) 754-3310

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/30/2009 08:03:24 AM	E-Mail From Mranda Godfrey		409449		
		I do think that we should cover a payment so I got the advisor getting the customer faxing over a payment stub and I am getting with Chuck on it next week...				
		Miranda				
		RCM to contact customer and advise that VW will continue to service the vehicle under the terms of the warranty however, dealer 409449 will look into compensating customer. RCM to call customer.				
ISTIFOV	07/30/2009 04:43:21 PM	Voice Mail For [REDACTED]				
		RCM left message advising to please contact RCM back regarding an update on file. Wait customer call.				
ISTIFOV	07/31/2009 10:47:20 AM	Voice Mail For [REDACTED]				
		RCM left message advising to please speak with dealer 409449 regarding her file as the Service Manager is aware and is looking into options for the customer and to please contact CCC with any questions or concerns. No further action.				

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

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]	090186096	Customer Relations	3VWRJ71K58M [REDACTED]			
BAKERCR	07/29/2009 05:02:42 PM	Call From [REDACTED]				Complaint 402902 Pr. Part: 3885-Mechatronics Pr. Rsn: 50E Shuddering/Shaking
	Customer states took vehicle into dealer 402902 from transmission shuttering and shaking from a dead stop; Customer states vehicle has been down for 45days; customer states dealer advised today the parts are in and vehicle should be ready no later than 7-30-09; Customer is seeking to have VW make a car payment; CO advised could document request; did not guarantee outcome; advised customer could expect a call back no later than COB 7-31-09; CO to assign to RCM					Complaint 402902 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 50E Shuddering/Shaking
BAKERCR	07/29/2009 05:07:06 PM	Assigned To CCCC				
	Customer seeking car payment: RCM to review					
NARDONP	07/29/2009 05:33:52 PM	Assigned To NARDONP				
NARDONP	07/31/2009 11:07:23 AM	Call To Steve Partyka		402902		
	RCM advised seeking an update on Customer vehicle. Service Manager states the parts came in and the vehicle was finished on 7/29. RCM advised seeking the date the vehicle was brought in. Service Manager states the vehicle was down from 6/10 - 7/29. RCM to call Customer.					
NARDONP	07/31/2009 11:10:45 AM	Voice Mail To [REDACTED]				
	RCM LMTRMC. RCM to advise: will meet Customer request for a vehicle payment. Wait Customer call.					
SHORTK	07/31/2009 03:15:46 PM	Call From [REDACTED]				
	Customer states seeking to speak with RCM. CA to contact RCM.					
SHORTK	07/31/2009 03:16:15 PM	Transfer To Pete				
	CA transferred customer to RCM. RCM to address 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>
NARDONP	07/31/2009 03:20:33 PM	Continued Comment With	[REDACTED]			
		RCM advised we will be able to meet Customer request for a vehicle payment since the vehicle was down for so long. Customer states she really appreciates the offer and feels that VW has taken care of her. RCM advised would need Customer to fax in a copy of her vehicle payment and RCM will take care of an upcoming payment. Pending Customer fax, no further action.				
SHEARDA	08/03/2009 05:20:56 PM	Call From	[REDACTED]			
		Customer states that she is calling to see if she should continue to make the vehicle payments on her vehicle. CA advised customer to continue to make the vehicle payments and that she can contact VCI and they will advised when our payment is made. Customer states she will be sending in her payment information. No further action pending receipt of customer mail/fax. RCM to review and close.				
NARDONP	08/03/2009 06:09:49 PM	Note To CCC				
		RCM reviewed and closed. Pending CUST mail/fax, no further action.				
CAMILOM	08/05/2009 01:58:13 PM	FAX From	[REDACTED]			
NARDONP	08/05/2009 02:26:31 PM	Note To CCC				
		RCM generated the following: 851220649, 3VWRJ71K58M [REDACTED] [REDACTED] RCM to cover 1 month vehicle payment for time down, Total= \$318.00				
CR_BATCH	08/08/2009 04:00:36 AM	Note To NARDONP				
		Amount for \$ 318.00 was Posted on 08/07/2009. AP reference number: 40042027				

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

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090186585	Recovery	3VWRJ71K48M [REDACTED]			inquiry 409016 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/30/2009 09:22:58 AM	E-Mail To Allen Stevenson		409016		

***** Email to astevenson@martenscars.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K48M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo

(248) 754-3310

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/30/2009 04:48:58 PM	E-Mail From Allen Stevenson		409016		Ok . the vehicle was here on 7/23/09 with 7615 miles. The part was red ordered and we told the customer we would notify them when the part arrives and it was expected to be about 30 days. Customer is currently driving his own vehicle. No mention of goodwill from anyone here. RCM to assign to CO.
ISTIFOV	07/30/2009 04:49:25 PM	Assigned To MANNAE				CO to call customer.
ABDULAM	07/31/2009 12:00:32 PM	Call To [REDACTED]				CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised parts are being shipped during the 1st or 2nd week in August. CO seeking to know if Customer needs a loaner. Customer states they would like one, but Customer states they are going on vacation next week. CO advised when Customer returns if they need a loaner they can contact us and we will contact the Dealer. Customer states they will just contact the Dealer. 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 A5 2.0T [REDACTED]	090186591	Recovery	3VWRJ71K38M [REDACTED]			inquiry 409151 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	07/30/2009 09:28:05 AM	E-Mail To Jason Aschenbach		409151		

***** Email to jaschenbach@kingauto.com *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K38M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

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

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

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

Thank you in advance for your help.

Vance Istifo
(248) 754-3310

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ISTIFOV	08/05/2009 10:23:50 AM	Call To Brad		409151		(Service Manager is out today) Service Advisor advised that the part was ordered on 7/25/09, no ETA at this time, customer is in her own vehicle and has not asked for compensation. RCM to assign to CO.
ISTIFOV	08/05/2009 10:25:03 AM	Assigned To MANNAE				CO to call customer.
ABDULAM	08/06/2009 01:02:39 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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

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

<u>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						
[REDACTED]	090186876	Customer Relations	3VWRA71K08M	[REDACTED]		Inquiry 401017
WILLIAC2	07/30/2009 01:52:57 PM	FAX From	[REDACTED]			Pr. Part: 3885-Mechatronics Pr. Rsn: 36A Rental/Loaner
	Fax in doc center.					
WILLIAC2	07/30/2009 01:53:31 PM	Assigned To	SZYMANT			Praise Rsn: 73J Treatment by Personnel
MULLINT	07/31/2009 09:03:04 AM	Note To	CCC			Inquiry Part: LEAS-LEASE AND LOAN PAYMENT
	RCM to call customer and advised they will need to send in proof of payment in order to review further.					
MANNAE	08/03/2009 04:28:32 PM	Face-To-Face With	Mindy			Rsn: 37A Lease Payment
	RC advised can generate check for rental insurance from information provided, no further proof of payment needed. RCM backup to call customer.					
MANNAE	08/03/2009 04:30:13 PM	Call To	[REDACTED]			
	RCM backup advised have received fax and will be generating reimbursement for rental insurance and to allow 60 days to receive reimbursement. RCM to generate check.					
PABSTM	08/03/2009 05:36:54 PM	Call To	[REDACTED]			
	Customer states that he did receive the initial check, he had discussed with the assigned RCM, who advised that she would look into the entire situation when it was all done, he faxed her the information of what he was out, additionally, with being out another \$140.08 more since the car took 6 weeks to repair. RCM advised the assigned RCM would be back in the morning and this would be reviewed with the RCM. RCM to follow up.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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SZYMANT 08/06/2009 01:09:30 PM E-Mail To George Kaniwec

RCM forwarded the e-mails from previous case to FOM as a refresher, plus the following note:

██████████
 3VWRA71K08M ██████████
 2008 Jetta Wolfsburg @ 401017

Hi George,

I don't know if you remember this case, this is the one where the customer had the vehicle down for about 6 weeks for a mechatronics. You spoke to him about trade assist and he was thinking about trading in for a Subaru at the time.

Initially, you had suggested 2 vehicle payments, and then, we ended up offering 1 vehicle payment and that I'd reimburse him for his rental insurance. He already has the check for 1 vehicle payment and the rental insurance.

Now, he has the vehicle back, and he is still out \$194.05 from the rental situation (supposedly), and he'd like us to help with an additional 2 weeks' vehicle payment.

His car payment is just shy of \$400/month. I will go ahead and reimburse him the additional amount for the rental insurance, Do you want me to just go ahead and do the ½ of the additional vehicle payment as well? I was about to go ahead and do it, due to the downtime he's had, but wanted to make sure it was okay since you were involved before.

Let me know if there are other questions on this.

Thanks,

Terrie

RCM to wait field response.

SZYMANT 08/07/2009 11:14:30 AM E-Mail From George

FOM states it is fine to offer those things; also, he is working on helping trade this customer into a different Jetta.

RCM to call customer and advise we reimburse the \$198.94 (for 2 week's vehicle payment) plus the additional \$194.05 for the rental insurance; total reimbursement to customer = \$392.99.

RCM to call customer.

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

<u>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	08/07/2009 11:27:34 AM	Call To	[REDACTED]			RCM advised we did get the fax from him; know customer was seeking an additional 2 weeks' vehicle payment plus the additional amount he was charged for rental insurance; would be happy to reimburse him for those items as a goodwill gesture; we will send him a check for \$392.88 which he should receive within 4-6 weeks. Customer thanked; advised the last check came in a week, so that was great. RCM advised have heard he is in discussion with field rep again about trading into a different VW. Customer states that's right; RCM has a lot to do with restoring his faith in VW and has been wonderful; he's a lot more impressed with VW than he is with other manufacturers; now it's just a matter of trying to find a vehicle, which is a little hard this late in the model year. RCM advised RCM is here if there is any help I might be able to provide; glad we've been of assistance; sounds like customer is working with the right people (FOM and dealership) regarding the trade assist. Customer states that's correct, and FOM George has been great and returned his calls. RCM to generate check request.
SZYMANT	08/07/2009 11:51:01 AM	Note To ccc				3VWRA71K08M [REDACTED] [REDACTED]. Reimbursing customer for 1/2 month vehicle payment and rental insurance. Total = \$392.99. Wait for check.
CR_BATCH	08/15/2009 04:00:25 AM	Note To SZYMANT				Check # [REDACTED] for amount \$ 392.99 mailed on 08/14/2009

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
██████████	090186891	Customer Relations	3VWRA71K78M██████████	35,000		Complaint 408278 Pr. Part: 3885-Mechatronics Pr. Rsn: 85J Treatment by Personnel
STATONJ	07/30/2009 02:09:56 PM Call From ██████████					
<p>Customer states: took 4-5 months for Dealer 408278 to determine his vehicle did in fact have a concern and for Dealer to repair vehicle; Dealer advised they would not disassemble the transmission unless they could witness or test for a concern; vehicle had an intermittent hard shifting concern; eventually Dealer went for a 20 mile drive with Customer and he was able to demonstrate concern; he puts a lot of miles on his vehicle; Dealer ordered a mechatronics and advised part would arrive within 2 weeks; several weeks later after Dealer did not call back he called Dealer to find out that part was then delayed until end of June; no one at Dealer called to advise of part delay; contacted Dealer DP Linda regarding rental; was advised the DP that rental was \$35; he contested the \$35 and stated that is should be free; DP hung up on him; he called DP Linda back; DP stated: "you are the same person who was just arguing with me" and hung up on him; he has repeatedly only gotten an answering machine when he calls Dealer; when he received the iSky survey call he gave low scores to Dealer but did compliment Dealer Service Manager Bill Simmons for being polite; Service Manager later called him to advise that he was no longer welcome at Dealer due to low scores; still is having intermittent hard shift. Customer seeking to advised VW of poor experience and mistreatment by Dealer 408278. CO advised: will document her concern; VW reviews complaints internally and forwards complaints to Dealer management for review. Customer acknowledged. Customer states: does not really care what VW does with complaints, only wanted VW to know of treatment by Dealer 408278. CO advised: Customer should have a VW dealer diagnosis the hard shift concern. CO to escalate to RCM.</p>						
STATONJ	07/30/2009 02:24:17 PM Assigned To RCM					
<p>Customer complaint: Dealer 408278 took 4-5 months to diagnosis his transmission concern; DP Linda repeatedly hung up on him intentionally; Service Manager advised him he is no longer welcome at Dealer after giving low iSky score. No follow up required. RCM to review.</p>						
HAWLEYD	07/30/2009 04:15:44 PM Assigned To HAWLEYD					
Assigned for handling.						
HAWLEYD	07/31/2009 03:49:40 PM E-Mail From Lou DiMattia					
<p>SOM sent e-mail that was sent by the general manager from dealership 408278 advising that they have advised the customer that he is no longer welcome into the dealer due to his abusive nature and low scores towards the staff. No further action.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HAWLEYD	08/03/2009 10:05:28 AM	Voice Mail To Bill Simmons		408278		RCM LMTRMC. RCM provided customer name, direct line and reason for call. RCM waiting for service manager.
HAWLEYD	08/03/2009 11:24:46 AM	Call From Bill Simmons		408278		Service manager advised that the customer has his new mechatronics unit in the vehicle. Service manager advised that due to the customer's abusive language towards the staff and his ISky score, he is no longer welcome back into the dealer. No further action as customer is not requiring a follow up. No further action.
ALEXANLA	08/06/2009 04:18:45 PM	Call From [REDACTED]				Customer states that he called CCC in reference to a complaint and is seeking to know what ever happened with his complaint. CA advised Customer that his complaint was assigned to an RCM who in return forwarded the complaint to the General Manager at the dealer and communicated with the dealer about Customer complaint; advised that beyond that point there was no additional action that took place within CCC as per initial conversation between Customer and CO, Customer did not request to be contacted back by CCC. Customer states seeking to know why would the Service Manager talk to him in that way. CA advised Customer that VW does not condone any mistreatment towards our customers by our dealer personnel however CA cannot give an explanation as to what may have been the reason behind the interaction that the Service Manager had with the Customer; advised that complaints are always reviewed internally within the corporation. Customer acknowledged and states seeking know what ended up happening to the Service Manager. CA advised Customer that CA would not be certain as to if any disciplinary actions may have been taken place within the dealer towards the Service Manager or if so what they may have been. Customer acknowledged and states seeking to know if CA can answer questions on bill pay. CA advised no however CA can transfer Customer to VCI. Customer acknowledged. CA to transfer Customer to VCI.
ALEXANLA	08/06/2009 04:33:17 PM	Transfer To VCI				CA transferred Customer to VCI. RCM to review and close.
HAWLEYD	08/07/2009 09:07:48 AM	Note To CCC				RCM reviewed and closed. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta A5 2.0T [REDACTED]	090187610	Customer Relations	3VWRJ71K48M [REDACTED]	13,000		
STATONJ	07/31/2009 09:37:25 AM	Call From [REDACTED]				
<p>Customer states: purchased vehicle new; was having a hard engagement into drive and reverse from a stop; Dealer 424166 replaced a transmission component that looked like a block; after a couple days the concern returned; took back to Dealer; Dealer did not witness concern and found no error codes on computer; no repairs were made; now concern is happening pretty much all the time. Customer seeking how to get concern repaired. CO advised: Customer should return to Dealer; Dealer should be able to repair; vehicle has an open recall S4 which seems unrelated to this concern. Customer seeking if this concern is a trend for VW. CO advised: there has been a concern with a DSG transmission concern which VW has recently detected and found a solution; Dealer should be able to resolve concern. Customer acknowledged. No further action.</p>						<hr/> Complaint 424166 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly <hr/> Complaint 424166 Part: 3885-Mechatronics Rsn: 14H Repeat Repair

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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2008 Jetta Wolfsburg Edition

[REDACTED]	090187613	Recovery	3VWRA71K18M [REDACTED]			
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EDWARDAM	07/31/2009 09:39:59 AM	E-Mail To Mike/SM & Jim/PM	408152			
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Good Morning Jim & Mike,

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

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

VIN #: 3VWRA71K18M [REDACTED]

Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

Thank you for your assistance,
 Amanda Edwards

RCM to wait Dealer 408152 e-mail or call.

inquiry	408152
Pr. Part: 3885-Mechatronics	
Pr. Rsn: 81K Mechatronics	
Outbound	

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	08/03/2009 11:44:16 AM	E-Mail From Jeffrey		408152		<p>1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner? AT THIS POINT THE CUSTOMER IS NOT IN A LOANER. THE CUSTOMER HAS HIS VEHICLE</p> <p>2. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers. NOT AT THIS TIME.</p> <p>3. What, if any, arrival date has been communicated to the customer? NONE AT THIS TIME.</p> <p>4. Any other pertinent information you feel would be helpful? THE CUSTOMER IS AWARE THAT THE PART IS ON BACK ORDER.</p> <p>5. Is FOM involved? NOT AT THIS TIME.</p> <p>RCM to assign to CA.</p>
EDWARDAM	08/03/2009 11:44:44 AM	Assigned To MANNAE				
MANNAE	08/04/2009 04:53:44 PM	Call To [REDACTED]				<p>CO spoke with customer and apologized for his inconvenience, appreciate his patience, asked if customer was comfortable in driving his vehicle. Customer states it's just annoying because it doesn't shift properly. CO advised if customer would like can get him set up in a loaner vehicle through 408152. Customer states vehicle is fine at this time and inquired on when part will be in. CO advised hoping to have parts ship out middle of this month and it mainly depends on when part was ordered as it could take 6-8 weeks as parts are VIN Specific; invited customer to call CCC with any questions at 800-444-8982. No further action.</p>

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

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

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

2008 Jetta Wolfsburg Edition

██████████ 090187631 Recovery 3VWRA71KX8M ██████████

EDWARDAM 07/31/2009 10:01:05 AM E-Mail To Terry/SM & Lou/PM 408353

inquiry 408353
 Pr. Part: 3885-Mechatronics
 Pr. Rsn: 81K Mechatronics
 Outbound

Good Morning All,

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

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

VIN #: 3VWRA71KX8M ██████████

Part #:

Sales Document #:

Order Date:

Order Type (Stock, Daily, or Red)

Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

Thank you for your assistance,

Amanda Edwards

RCM to wait Dealer 408353 e-mail.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/31/2009 11:41:51 AM	E-Mail From Terry Pine		408353		
		<p>Hello Amanda, Customer is driving their vehicle while waiting for the part to come in. We have not offered any goodwill. We expect the part 8/9/09, but have not told the customer. FOM is not invoiced at this point. Part# 02E 325 025ADZDA Sales Doc. 1005876560 Order date 7/24/09 Red Ordered RO# 188042</p> <p>Terry</p> <p>RCM to assign to CA to review.</p>				
EDWARDAM	07/31/2009 11:42:33 AM	Assigned To MANNAE				
MANNAE	08/04/2009 05:09:47 PM	Voice Mail To [REDACTED]				
		<p>CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</p>				

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

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]	090187951	Mediation/Arbitration	3VWRJ71K68M [REDACTED]	6,000		Unknown 408203 Pr. Part: 3511-Mechatronic Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate
LINDSAB	07/31/2009 03:08:14 PM	Attached Mail From Kimmell & Silver				
	Atty seeks resolution under NJ LL, UCC, Unfair Trade Practices Act and Mag Moss Warranty Claim. Atty failed to provide ro's or financial contract for review.					
LINDSAB	07/31/2009 03:09:07 PM	Assigned To MORRISC				
	Reassigned.					
MORRISC	08/04/2009 09:56:55 AM	E-Mail To Mike Knight & Rick Barke		408272		
	Good morning,					
	We received the preliminary paperwork from their attorney. What do you know about this vehicle? Is it currently there?					
	3VWRJ71K68M [REDACTED]					
	Thank you! Cheri					
MORRISC	08/04/2009 09:57:19 AM	FAX To [REDACTED]				
	Faxed & e-mailed request for ROs and financial info. Closing pending additional mail.					
MORRISC	08/04/2009 10:53:30 AM	Call From Mike Knight		408272		
	Last time veh was there was 8/08.					
MORRISC	08/04/2009 10:54:30 AM	Note To Med/Arb				
	Per 90183305, veh is waiting for a mechatronics and 408203.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	08/04/2009 11:13:34 AM	E-Mail To Bob Gross		408203		
	Hi Bob,					
	We received the preliminary paperwork from their attorney. I understand the vehicle is currently there waiting for a mechatronics. When was the RO opened? What is the ETA for the part?					
	3VWRJ71K68M [REDACTED]					
	Thank you! Cheri					
MORRISC	08/07/2009 01:28:16 PM	Attached Mail From Kimmell & Silverr				
	Received RO 61394 dated 7/9/09. RO states trans jerks/hesitates and trans is on order and dlr will call when part arrives.					
MORRISC	08/07/2009 01:32:31 PM	Voice Mail To Bob Gross		408203		
	LMTRMC. Requested ETA for part.					
MULLINT	08/07/2009 03:16:26 PM	Note To CCC				
	RCM contacted dealer 408203 Service Manager; he did advise that the Mechatronic unit arrived today. Med/Arb to follow up.					
MORRISC	08/11/2009 02:56:35 PM	Call To John		408203		
	Cust has appt scheduled for tomorrow.					
MORRISC	08/11/2009 02:57:57 PM	E-Mail To Bob Gross cc:Barke		408203		
	Hi Bob,					
	Is it my understanding the mechatronics arrived on Friday (8/7) and they have an appointment scheduled for tomorrow. Please do what you can to repair the vehicle ASAP. As a reminder they have contacted Kimmel & Silverman. Please let me know when the vehicle is finished so I can respond to the attorney.					
	Thank you! Cheri					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	08/13/2009 05:11:25 PM	Call To Bob Gross		408203		
		SM stated the veh should be finished today.				
MORRISC	09/04/2009 04:15:35 PM	Call To Service		408203		
		Veh was repaired on 8/13/09.				
MORRISC	09/04/2009 04:33:17 PM	E-Mail To Rick Barke				
		FYI at Gensinger				
MORRISC	09/04/2009 04:33:31 PM	FAX To Jackie Herritt				
		Faxed and e-mailed denial. Closing case.				

Note: Does not include program 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 [REDACTED]	090189183	Recovery	3VWRA71KX8M [REDACTED]			
EDWARDAM	08/03/2009 09:37:46 AM	Note To Mechatronics				
175 E00408150	02E-325-025-AD-ZDA	MECHATRON.	7/14/09	1057623	RO	
44172 1005853587	9093004076	40014 40023	3VWRA71KX8M [REDACTED]	8/7/09	Part is expected to be available Early	inquiry 408150
August. 16						Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	08/03/2009 01:28:38 PM	E-Mail To Evan		408150		

Hi Evan,

As you may already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.

1. Has the part arrived?
2. If not, is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
3. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.
4. What, if any, arrival date has been communicated to the customer?
5. Any other pertinent information you feel would be helpful?
6. Is FOM involved?

VIN #: WVWBA71F48V [REDACTED]

VIN #: WVWFA71F38V [REDACTED]

VIN #: WVWBA71F48V [REDACTED]

VIN #: 3VWRA71KX8M [REDACTED]

Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

Thank you for your assistance,
Amanda Edwards

RCM to wait Dealer 408150 e-mail or call.

EDWARDAM	08/03/2009 01:36:59 PM	Return Call From Evan		408150		
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Service Manager advised they picked up their vehicle 7/14 as it's drivable; no goodwill has been offered at this time either. RCM to assign to CA.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

EDWARDAM 08/03/2009 01:47:45 PM Assigned To MANNAE

MANNAE 08/04/2009 05:13:45 PM Voice Mail To [REDACTED]

CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta Wolfsburg Edition						
[REDACTED]	090189195	Recovery	3VWRA71K28M [REDACTED]			Inquiry 408156
EDWARDAM	08/03/2009 09:43:29 AM	Note To Mechatronics				Pr. Part: 3885-Mechatronics
	183 E00408156 000-325-025-					Pr. Rsn: 81K Mechatronics
	X-ZDA MECHATRON. 7/27/09 1065535 48097 1005879674 9093104336 40022 40021 3VWRA71K28M [REDACTED] 8/					Outbound
	is expected to be available Early August. 2					

EDWARDAM 08/03/2009 01:56:38 PM E-Mail To Thom McDevitt 408156

Hi Thom,

As you already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
2. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.
3. What, if any, arrival date has been communicated to the customer?
4. Any other pertinent information you feel would be helpful?
5. Is FOM involved?

VIN #: 3VWRA71K28M [REDACTED]

VIN #: 3VWRA71K68M [REDACTED]

Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

Thank you for your assistance,

Amanda Edwards

RCM to wait Dealer 408156 e-mail or call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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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>
ABDULAM	08/05/2009 02:35:58 PM	Call To Tony		408156		
		Service Advisor states part is not in, Customer is not in a rental, no Goodwill offered, no FOM involvement. CO to call Customer.				
ABDULAM	08/05/2009 02:41:10 PM	Assigned To MANNAE				
ABDULAM	08/06/2009 01:19:20 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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						
[REDACTED]	090189196	Recovery	3VWRA71K68M [REDACTED]			Inquiry 408156 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
EDWARDAM	08/03/2009 09:44:11 AM	Note To Mechatronics				Complaint 408156 Part: 3885-Mechatronics Rsn: 44E Stalling
	184 E00408156 000-325-025-					Complaint 408156 Part: 3885-Mechatronics Rsn: E07 Stumbles/hesitates/dies in stop/go driving
	X-ZDA MECHATRON. 7/28/09 1066840 48122 1005883469 9093104530 40023 40022 3VWRA71K68M [REDACTED] 8/					Inquiry 408156 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
	is expected to be available Early August. 2					
EDWARDAM	08/03/2009 01:56:01 PM	E-Mail To Thom McDevitt	408156			
	Hi Thom,					
	As you already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.					
	1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?					
	2. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.					
	3. What, if any, arrival date has been communicated to the customer?					
	4. Any other pertinent information you feel would be helpful?					
	5. Is FOM involved?					
	VIN #: 3VWRA71K28M [REDACTED]					
	VIN #: 3VWRA71K68M [REDACTED]					
	Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.					
	Thank you for your assistance, Amanda Edwards					
	RCM to wait Dealer 408156 e-mail or call.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/05/2009 02:35:37 PM	Call To Tony		408156		
		Service Advisor states part is not in, Customer is not in a rental, no Goodwill offered, no FOM involvement. CO to call Customer.				
ABDULAM	08/05/2009 02:42:05 PM	Assigned To MANNAE				
ABDULAM	08/06/2009 01:21:19 PM	Vehicle To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				
MULLIGM	08/07/2009 02:11:28 PM	Return Call From [REDACTED]				
		Customer states returning call from CO; CA advised CO calling to offer apology on behalf of vehicle due to downtime waiting for parts; Customer states he is actually driving vehicle and is not comfortable with that at all; he is very dissatisfied with this vehicle and has had a lot of problems with it; he has taken it to Dealer 408156 multiple times for this concern and it took them all this time to find it; he does not feel safe in vehicle; this is his third Jetta and his family's 6th; he is very hesitant to return to VW after this; CA advised we are expecting orders to fill beginning of August; will forward concerns to RCM and see about getting Customer placed in loaner vehicle; RCM will contact Customer back by COB 8/10/09; Customer states use cell anytime; CO to assign to RCM.				
MULLIGM	08/07/2009 02:17:33 PM	Assigned To RCM				
		Customer states returning outbound call; vehicle down for mechatronics unit; very loyal; would like a loaner vehicle; use cell anytime [REDACTED] RCM to research.				
EDWARDAM	08/07/2009 04:48:40 PM	Assigned To EDWARDAM				
EDWARDAM	08/10/2009 03:23:57 PM	Call To Bob Pfaff		408156		
		RCM advised seeking if the mechatronics unit came in. Service Manager advised it did; doesn't believe they have contacted the Customer yet. RCM advised will follow up with Customer to have them make appointment; seeking if they will provide alternative transportation. Service Manager advised they will when vehicle comes in. 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>
EDWARDAM	08/10/2009 03:41:10 PM	Call To [REDACTED]				RCM advised Dealer 408156 has received his mechatronics unit; we would appreciate it for Customer to contact Dealer 408156 so he can bring his vehicle in when it's convenient for him; they will provide him with a loaner if they have one available, or place him in a rental vehicle while the unit is being installed; this should be able to be completed within 24-48 hours. Customer states has brought his vehicle in 4 times for this concern; seeking what if this might not be the fix; he was told it would work itself out, but it never did, and it got to the point he just excepted it; when at a stop light it would almost stall out and jumps; other times it will rev and not go anywhere which he has been bumped in the back twice; this is his 2nd Jetta and has owned many in the family as well; he's just been having these concerns since the beginning. RCM advised we would like to have this installed first to seek if this will repair the concern; if it does not then we would like Dealer 408156 to have the chance to attempt to repair it and we would go from there. Customer states will contact Dealer to bring the vehicle in; seeking if there is a way to reach RCM directly. RCM advised to contact CCC and may ask for RCM; if any further questions or assistance is needed to let RCM know. No Further Action.
EDWARDAM	08/10/2009 03:47:48 PM	Category Selection				
ARMITAR	08/10/2009 05:16:56 PM	Mail From [REDACTED]				Scanned mail in doc center.
EDWARDAM	08/11/2009 08:16:01 AM	Face-To-Face With Elaine Rostek				RCM advised of Customer sending in letter regarding again his experience he's had with the vehicle; spoke with Customer yesterday now that the mechatronics unit has arrived and will need to set that up with the Dealer to have this completed including will be provided with alternative transportation; at this point is upset with the experience and is seeking for anyone who can help to assist him with the possibility of returning his lease since he's now unemployed, his father has passed away that co-signed on the vehicle, and he's having to help his mother pay for a \$280K home; Customer did not mention any of this to RCM yesterday of these requests and made no requests at all. Supervisor advised to follow up with Customer and state we received his letter; then discuss further. RCM to call Customer.
EDWARDAM	08/14/2009 04:40:03 PM	Voice Mail To [REDACTED]				RCM LMTRMC. RCM advised we did receive his letter and would like to discuss further. RCM to wait 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>
EDWARDAM	08/18/2009 05:00:22 PM	Voice Mail To [REDACTED]	[REDACTED]			
RCM LMTRMC. RCM advised we did receive his letter and would like to discuss further. No Further Action. pending customer						
Ms. Julie Shelton	090189256	Recovery	3VWRJ71KX8M			
ISTIFOV	08/03/2009 10:39:30 AM	Call To Kevin Fluke		409130		
RCM inquired about current Repair Order on customer's vehicle. Service Manager advised the part is still not available however, is expected to arrive between 8/7-8/10/09, customer is not in a rental vehicle as she has declined and has not asked for compensation. RCM to assign to CO.						inquiry 409130 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ISTIFOV	08/03/2009 10:41:30 AM	Assigned To MANNAE				
CO to call customer.						
MANNAE	08/04/2009 05:32:48 PM	Call To Ms. Shelton				
CO followed up with customer and apologized for any inconvenience in regards to mechatronics order, thanked for patience, inquired if she is ok in driving vehicle. Customer states she is fine with driving vehicle and dealership offered a loaner, but she only does local driving, thanked for call. CO invited customer to call VWoA with any 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

<u>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]	090189266	Recovery	3VWRJ71K38M [REDACTED]			
ISTIFOV	08/03/2009 10:44:19 AM	Voice Mail For Paul Boots		409460		inquiry 409460 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		RCM left message advising to please contact RCM back regarding RO information for customer's vehicle. Wait dealer call.				
ISTIFOV	08/04/2009 01:26:25 PM	Return Call From Paul Boots		409460		
		Service Manager advised the ETA for the part is for 8/10/09, customer has not asked for compensation, is not in a loaner. RCM to assign to CO.				
ISTIFOV	08/04/2009 01:27:23 PM	Assigned To MANNAE				
		CO to call customer.				
MANNAE	08/04/2009 05:38:00 PM	Call To [REDACTED]				
		Home number was wrong number and business was for doctor office and it was closed. CO to call dealer.				
MANNAE	08/04/2009 05:38:33 PM	Call To Paul		409460		
		SM provided customer home phone number. CO to call customer.				
MANNAE	08/04/2009 05:41:23 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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2008 Jetta A5 2.0T

[REDACTED]	090189290	Recovery	3VWRJ71K58M [REDACTED]			inquiry 407222
ZIEHMEC	08/03/2009 11:02:32 AM	E-Mail To James		407222		Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K58M [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select **REPLY TO ALL**, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer
248-754-3577

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 407222 e-mail.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC Christine-	08/03/2009 11:54:55 AM	E-Mail From James		407222		
Customer is in their vehicle. Repair is 100% Warranty. Customer told would take 3 to 5 weeks to get.						
Part ordered around 7/14/09. As of this morning, ETA is 8/7/09.						
James Deaton Fixed Operations Director Nissan, VW, Mercedes-Benz of Athens 4735 Atlanta Hwy PO Box 7819 Bogart, GA 30622 Athens, GA 30604 F: 706-543-4923 W: 706-549-6600 ext#2029 C: 706-618-4829						
	090189356	Recovery	3VWRA71K68M			
PABSTM	08/03/2009 12:29:48 PM	E-Mail To todd stroh		406416		inquiry 406416 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
RCM sent dealer email. RCM to wait email from dealer 406416.						
PABSTM	08/03/2009 03:07:08 PM	Call To mike egan		406416		
Service Manager advised no rental, no goodwill, the customer was advised of the month wait for the part. RCM to assign to CO.						
PABSTM	08/03/2009 03:08:12 PM	Assigned To MANNAE				
CO to call the customer.						
ABDULAM	08/06/2009 02:08:44 PM	Voice Mail To				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>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 [REDACTED]	090189422	Recovery	3VWDJ71K78M [REDACTED]			
PABSTM	08/03/2009 12:55:26 PM	Call To tony v		406401		Complaint 406401 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	Service Manager advised customer has an appointment for 8/4/09, part arrived, no goodwill, no rental. RCM to assign to CO.					
PABSTM	08/03/2009 01:03:31 PM	Assigned To MANNAE				
ABDULAM	08/06/2009 02:14:29 PM	Note To ccc				
	No further action required as part has arrived at the dealer.					
[REDACTED]	090189423	Recovery	3VWRJ71K18M [REDACTED]			
PABSTM	08/03/2009 12:54:18 PM	Call To tony V		406401		Complaint 406401 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	Service Manager at dealer 406401 part arrived, no rental, car is at dealer being repaired 8/4/09. RCM to assign to CO.					
PABSTM	08/10/2009 10:46:41 AM	Assigned To MANNAE				
	CO to call the customer.					
MANNAE	08/11/2009 09:49:12 AM	Note To ccc				
	CO reviewed case. No further action.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090189428	Recovery	3VWRA71K18M [REDACTED]			inquiry 408230
HAWLEYD	08/03/2009 12:42:29 PM	E-Mail To Cindy		408230		Pr. Part: 3885-Mechatronics
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					Pr. Rsn: 55J Outbound
MANNAE	08/10/2009 11:35:09 AM	Call To Cindy		408230		
	SM states customer in there vehicle, ETA provided was 2-5 weeks, NO GW. CA to reassign for handling.					
MANNAE	08/10/2009 11:36:22 AM	Assigned To Mannae				
	CO to call customer.					
MANNAE	08/11/2009 10:32:45 AM	Call To [REDACTED]				
	CO attempted to call customer and wrong number listed. CO to call dealer.					
MANNAE	08/11/2009 10:36:32 AM	Call To Ariel		408230		
	DP provided customer phone number [REDACTED] CO to call customer.					
MANNAE	08/11/2009 10:37:08 AM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090189430	Recovery	3VWRA71K28M [REDACTED]			inquiry 408230
HAWLEYD	08/03/2009 12:43:33 PM	E-Mail To Cindy Goglia		408230		Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	RCM sent e-mail to service manager. RCM waiting for service manager e-mail.					
MANNAE	08/10/2009 11:33:47 AM	Call To Cindy		408230		
	SM states part is in and waiting for customer to schedule appointment. RCM to review and close.					
PRENTIM	08/10/2009 12:17:55 PM	Note To CCC				
	RC reviewed for RCM. No further action.					
[REDACTED]	090190644	Recovery	3VWRA71K78M [REDACTED]			inquiry 401025
ZIEHMEC	08/04/2009 11:52:34 AM	Note To CCC				Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	RCM to send e-mail to dealer 401025					
ZIEHMEC	08/04/2009 01:44:01 PM	Note To CCC				
	No further action.					
[REDACTED]	090190650	Recovery	3VWRJ71K28M [REDACTED]			inquiry 401059
ZIEHMEC	08/04/2009 11:55:22 AM	Note To ccc				Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	RCM to send e-mail to dealer 401059					
ZIEHMEC	08/04/2009 05:49:33 PM	Note To CCC				
	No further action.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>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 [REDACTED]	090190664	Recovery	3VWBJ71K28M [REDACTED]			inquiry 402134 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:04:08 PM	Note To CCC				
RCM to send dealer 402134 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>
NARDONP	08/05/2009 09:44:42 AM	E-Mail To Darren Lindemann		402134		

Darren,

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

VIN(s): 3VWBJ71K28M [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental/loaner and if so how long?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank You,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402134 email.

NARDONP	08/05/2009 11:46:27 AM	E-Mail From Darren Lindemann		402134		
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SM states CUST has been in a loaner since last Friday 7/31; CUST has been told an ETA of 8/7 possibly sooner; no GW has been offered and CUST seems to be alright at this point. RCM to assign to CA.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/05/2009 11:59:18 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 02:27:30 PM	Note To ccc				Both phone numbers listed are inoperable, CA to call dealer.
ABDULAM	08/06/2009 02:28:36 PM	Call To Darren		402134		Service Manager states phone number he has is [REDACTED] CA to call customer.
ABDULAM	08/06/2009 02:33:34 PM	Call To unknown				CA called phone number SM provided, but no one by customer name is there. Customer is unreachable; 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 A5 2.0T [REDACTED]	090190689	Recovery	3VWRJ71K78M [REDACTED]			
ZIEHMEC	08/04/2009 12:20:20 PM	Note To CCC				
RCM to e-mail dealer 402181						inquiry 402181 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/05/2009 09:41:56 AM	E-Mail To Tim Ronowski		402181		

Tim,

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

VIN(s): 3VWRJ71K78M [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental/loaner and if so how long?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank You,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402181 email.

NARDONP	08/07/2009 12:32:13 PM	Call To Tom		402181		
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RCM advised seeking to know if Customer is in a rental/loaner, if Customer has been offered any Goodwill, or if an ETA has been communicated to Customer. Service Advisor states Customer is driving their vehicle, no ETA or Goodwill has been provided. RCM to assign to CA.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/07/2009 12:33:34 PM	Assigned To MANNAE				
MANNAE	08/07/2009 12:39:05 PM	Call To [REDACTED]				CO called home and number was disconnected, business number was a business answering machine. CO to call dealer.
MANNAE	08/07/2009 12:45:07 PM	Call To Andrew		402181		SA provided same numbers listed, stated part is suppose to come in today. CO to call customer.
MANNAE	08/07/2009 12:45:56 PM	Voice Mail To [REDACTED]				CO left message on business number. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

Note: Does not include program 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]	090190693	Recovery	3VWRJ71K18M [REDACTED]			
ZIEHMEC	08/04/2009 12:24:14 PM	Note To CCC				
RCM to send e-mail to dealer 402184						inquiry 402184 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/05/2009 09:40:33 AM	E-Mail To Larry Cohen		402184		

Larry,

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

VIN(s): 3VWRJ71K18M [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental/loaner and if so how long?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank You,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402184 email.

VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/05/2009 01:10:22 PM	E-Mail From Larry Cohen		402184		
		Hello Pete; we ordered the part on 7/27 and are told we should have it on 8/7. I left a message for the customer to call me, if needs a rental I'll get him in one. As for goodwill let's see when the vehicle is completed. Larry				
		RCM to assign to CA.				
NARDONP	08/05/2009 01:12:31 PM	Assigned To MANNAE				
ABDULAM	08/06/2009 03:02:12 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T [REDACTED]	090190698	Recovery	3VWRJ71KX8M [REDACTED]			inquiry 402608 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:28:23 PM	Note To CCC				
	RCM to send e-mail to dealer 402608					

CAMPOSA 08/05/2009 08:12:07 AM E-Mail To Andrew 402608

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71KX8M [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner? If so, when did you put them in the rental?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated.

Thank you in advance for your help.
 RCM to wait Dealer email

CAMPOSA 08/06/2009 04:34:00 PM Call To Andy 402608

Service Manager advised: do not have this VIN on order; wants to research and will call RCM back. RCM to wait reply

CAMPOSA 08/07/2009 02:26:57 PM E-Mail From Andy 402608

Service Manager advised: It looks like this vehicle was sold at the beginning of the year used; no longer owned by this customer.
 No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call