

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

<u>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 02:24:12 PM	Call To Shelly Peterson		402426		
		RCM advised seeking an update on Customer vehicle. Service Manager states FOM is out currently and they have been advised by Techline to order a speed sensor for the vehicle even though they still have not verified a concern; the part was RED ordered and it looks like they should have it sometime late next week at the earliest. RCM advised will call Customer with the update. RCM to call Customer.				
NARDONP	07/24/2009 04:08:20 PM	Call To [REDACTED]				
		RCM contacted Customer home number but it does not accept calls from blocked IDs; RCM then contacted Customer work but she had left for the day. RCM to call Dealer 402426.				
NARDONP	07/24/2009 04:11:32 PM	Call To Lisa		402426		
		RCM advised cannot get through to Customer home number and wanted to know if Dealer 402426 had any other number for Customer. Service Advisor provided the 2 numbers to contact Customer that already were on file with RCM. RCM advised if Service Advisor would be able to call Customer home number to ask if Customer could contact RCM at CCC for an update. Service Advisor stated she would contact Customer. Wait Customer call.				
GHIDROA	07/24/2009 04:15:37 PM	Return Call From [REDACTED]				
		Customer seeking to speak with RCM. CA to transfer the call.				
GHIDROA	07/24/2009 04:16:50 PM	Transfer To Pete				
		CA transfers call to RCM. RCM to continue the conversation with customer.				
NARDONP	07/24/2009 04:19:04 PM	Continued Comment With [REDACTED]				
		RCM advised Dealer 402426 had a field rep out and has been working with Techline to diagnosis Customer vehicle; they have placed an order for the speed sensor which unfortunately is on Backorder but due to arrive within 7-10 days. Customer states she was provided that update from Service Manager and the reason she contacted CCC was because she felt she was not getting anywhere with Dealer; she feels now they are doing what is needed to repair her vehicle and is comfortable following up with Dealer from here. No further action.				

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

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2009 Jetta TDI [REDACTED]	090180990	Recovery	3VWCL71K09M [REDACTED]			inquiry 424140 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	07/23/2009 01:29:51 PM	E-Mail To Molly Newberry		424140		

Molly,

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):

3VWCL71K09M [REDACTED]

3VWCL71K89M [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 424140 email.

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CAMPOSA	07/24/2009 12:44:49 PM	E-Mail From Molly Newberry		424140		
<p>Hi All,</p> <p>1. Both are driving there cars so no loaner at this time 2 no goodwill offered 3 6 weeks from time ordered 4 expected dates 7/31/2009 -9M001041</p> <p>Have a great day! Molly RCM to assign to CO</p>						
CAMPOSA	07/24/2009 12:45:34 PM	Assigned To MANNAE				
MANNAE	08/03/2009 06:19:03 PM	Call To [REDACTED]				
<p>CO left message at work number as home number is for ex-husband. 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>						

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2009 Jetta TDI [REDACTED]	090180992	Recovery	3VWCL71K89M [REDACTED]			inquiry 424140 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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NARDONP	07/23/2009 01:30:28 PM	E-Mail To Molly Newberry		424140		

Molly,

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):

3VWCL71K09M [REDACTED]

3VWCL71K89M [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 424140 email.

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CAMPOSA	07/24/2009 12:46:26 PM	E-Mail From Molly Newberry		424140		
		Hi All,				
		1. Both are driving there cars so no loaner at this time				
		2 no goodwill offered				
		3 6 weeks from time ordered				
		4 expected dates 8/14/2009 -9M002891				
		Have a great day!				
		Molly				
		RCM to assign to CO				
CAMPOSA	07/24/2009 12:47:16 PM	Assigned To MANNAE				
ABDULAM	07/31/2009 01:42:37 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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2009 Jetta TDI

██████████ 090181082 Recovery 3VWCL71K39M ██████████

inquiry 422207
Pr. Part: 3885-Mechatronics
Pr. Rsn: 55J Outbound

SMITHN 07/23/2009 02:04:28 PM Assigned To CONLINR
RCM to send mechatronic email to Dealer 422207.

CONLINR 07/23/2009 03:15:12 PM E-Mail To Ken Howey 422207
ACTION REQUIRED: Mechatronic update - 422207

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: 2009 Jetta TDI

VIN: 3VWCL71K39M ██████████

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

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CONLINR	07/23/2009 03:46:56 PM	E-Mail From Ken Howey		422207		
<p>Hello Ryan,</p> <p>The customers vehicle is not in the shop at this time.</p> <p>No rental needed. No goodwill at this time. We can't get an ETA from Volkswagen.</p> <p>Ken Howey RCM to assign to Point of Contact</p>						
CONLINR	07/23/2009 03:47:13 PM	Assigned To MANNAE				
CO to review						
MANNAE	08/03/2009 06:54:05 PM	Call To [REDACTED]				
CO advised following up in regards to inconvenience for back order part on Mechatronics unit. Customer states part was installed last week. CO advised attempted to provide number should wife has any questions and advised it was not necessary. No further action.						

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2009 Jetta TDI [REDACTED]	090181253	Mediation/Arbitration	3VWRL71K99M [REDACTED]	250		Unknown 408151 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
MORRISC	07/23/2009 03:46:47 PM	Attached Mail From Anthony Martinez				
		Repl due to trans is locked and will not move. Mechartonics is on back order. Veh is financed through VCI. No cust contribution. Repl VIN 3VWRL71K59M [REDACTED] Dlr contact is Al Fonts.				
MORRISC	07/23/2009 03:57:08 PM	E-Mail To Anthony Martinez				Unknown Rsn: 82E Parts Delay
		Hi Anthony, This is being e-mailed today. Cheri				
MORRISC	07/23/2009 04:05:46 PM	E-Mail To [REDACTED]				Unknown 408151 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)
		Attached is our offer to replace your vehicle. Please let me know if you have any questions. Best regards, Cheri				
MORRISC	08/04/2009 12:41:28 PM	Call From Al Fonts		408151		
		Dlr stated he will fax the signed repl offer. Dlr stated, however, they cancelled the funding with VCI but the title has been generated in cust name w/ VCI as the lien holder. Advised I would e-mail VCI.				
MORRISC	08/04/2009 12:42:24 PM	FAX From Al Fonts		408151		
		Received a copy of the cust signed repl offer.				

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MORRISC 08/04/2009 12:42:50 PM E-Mail To Chris Rabiola

Hi Chris,

I have a tricky case here. [REDACTED] purchased a 2009 Jetta TDI (3VWRL71K99M [REDACTED]) from 408151 on 6/26/09. Within days of being purchased, the transmission needed to be replaced. The customer stated she no longer wanted a Volkswagen and the dealer apparently cancelled the funding with VCI.

The dealer, however, did not stop the title from being generated. We now have a NY title with VCI listed at the lien holder. Is there any way to open the account with the original funding request? How do you suggest we resolve this?

Thank you,
Cheri

MORRISC 08/06/2009 12:35:21 PM Call From Demitrius Hunter

Dlr will need to contact their VCI rep and go through the funding department.

MORRISC 08/06/2009 12:35:56 PM E-Mail To Al Fonts 408151

Hi Al,

I spoke with VCI and you'll need to contact your VCI rep to see if this can be worked out. I'm not sure they'll be able to reopen the account. They may need to just send you a lien release and you can get the title corrected that way. Let me know.

Thanks!

Cheri Morris

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MORRISC	08/06/2009 03:44:55 PM	E-Mail To Al Fonts cc:Anthony Martin	408151			<p>Al,</p> <p>We are unable to complete the substitution of collateral because the funding for the original vehicle was cancelled. Are you able to sell [REDACTED] the vehicle that was going to be the replacement vehicle?</p> <p>For her original vehicle, I would suggest getting a lien release from VCI. I would then work with NY DMV to obtain a clear title. If you cannot sell it to another person, then I suggest you work with whomever the contact person is to maybe consider putting the vehicle into company service. I am not sure what the guidelines are for doing that.</p> <p>Unfortunately, I am not able to complete the substitution of collateral in this case. You'll need to work directly with [REDACTED] to resolve.</p> <p>Thank you, Cheri</p>
MORRISC	08/07/2009 03:29:04 PM	E-Mail From Al Fonts	408151			<p>Cheri,</p> <p>Thanks, we'll do; but when do you think the new car VW release papers will arrive? When can we expect to deliver this new car ? I'm on vacation after today - if you can answer this evening, great; if not, please contact Mindy Tower, our F&I Manager - I'll return on Monday, 08/17/09 -</p> <p>Thanks, Al Fonts</p>
MORRISC	08/07/2009 03:29:56 PM	Voice Mail To Mindy Tower	408151			<p>LMTRMC. Will advise the dlr this will not be a soc because there is no lien with VCI (dlr cancelled the funding). Dlr will need to work with VCI to get a lien release since there was a title generated w/ VCI as the lien holder.</p>
MORRISC	08/07/2009 03:54:19 PM	Call From Mindy Tower	408151			<p>Reviewed case. Dlr is obtaining a lien release for VCI and will generate another deal with the cust. Closing.</p>

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BENSONE	08/12/2009 01:37:09 PM	Note To ccc				
	Scanned file into doc center					
CARUSOL	08/25/2009 10:05:06 AM	E-Mail From Anthony Martinez				
	From: Martinez, Anthony Sent: Monday, August 24, 2009 9:18 PM To: Morris, Cheri Subject: FW: [REDACTED] TDI collateral swap					
	Good evening Cheri,					
	Here are some questions concerning the swap at Hudson Valley VW, can you please assist with the answers where applicable. The rental should be covered by warranty as long as the vehicle was down waiting for part and repair.					
	Thank you,					
	Anthony Martinez					
	From: Chris Gavin [mailto:chriscgavin@thepremiercollection.com] Sent: Monday, August 24, 2009 2:38 PM To: Martinez, Anthony Subject: [REDACTED] TDI collateral swap					
	Anthony,					
	I wanted to bring you up to date on the [REDACTED] collateral swap, they are taking delivery at some point Tuesday 8/25 at which point the [REDACTED] are out of the loop. Now the problem begins 1) the TDI that they returned is a titled vehicle tax paid and can only be resold as used 2) the program on the new car changed causing us to absorb one point on the interest rate of the new vehicle. 3) we still have a rental car bill that needs to be settled. At this point we will need \$5,000 to be whole on this transaction not including the cost of the rental car. Let me know how to proceed or if you have any questions.					
	Christopher Gavin Hudson Valley VW					

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CARUSOL	08/25/2009 10:05:26 AM	E-Mail To Martinez; cc: Morris, Mickl				
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Hi Anthony,

After reviewing the file, it is noted that Cheri had informed 408151 that this will NOT be a Substitution of Collateral because there is no lien with VCI (DLR cancelled the funding). DLR will need to work with VCI to get a lien release since there was a title generated w/ VCI as the lien holder.

There is not much, if anything, we can do about this one since the DLR handled the cancellation of the financial contract and in essence took the vehicle back from the customer.

If you have additional questions, Cheri or Laura will be better able to answer them upon their return to the office.

Thanks,
Leslie

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2009 Jetta TDI [REDACTED]	090182250	Customer Relations	3VWRL71K79M [REDACTED]	2,500		
WILLIAC2	07/24/2009 04:38:45 PM	E-Mail From [REDACTED]				Complaint 402635 Pr. Rsn: 08G Internet
Contact Us						
The Topic: Web Comments						Complaint 402635
The Name: [REDACTED]						Part: 3511-Mechatronic
The Email: tr [REDACTED]						Rsn: T03 Auto/Hybrid -
The Comment: Why cant I contact customer service with my VIN? Typing the VIN directly from dealer invoice as 3VWRL71K79M [REDACTED]						Slips/shifts erratically
WILLIAC2	07/24/2009 04:40:51 PM	Assigned To MERTAM				
MERTAM	07/28/2009 11:06:45 AM	E-Mail To [REDACTED]				
CO generated and sent e-mail to Spouse at [REDACTED] com that can be viewed in the doc center. No further action.						
HOFFMAB	08/10/2009 03:10:27 PM	Call From [REDACTED]				
Customer states week or two after owning vehicle he noticed a problem with vehicle, would go into neutral and then back into gear, had to stop vehicle and restart it again, transmission skipped out twice on way to work, went to dealer 40235 on 7/23, dealer has ordered the part, the mecatronic, but he was just told it would take another two weeks to get it and it may be longer, is in rental, a Pontiac, but this is not the new vehicle he is paying for. CO advised she will escalate to RCM to review but the best resource is the dealer parts department who can track arrival of part. CO advised he can expect to receive return call by COB on Tuesday, the 11th. CO to assign to RCM (Central)						
HOFFMAB	08/10/2009 04:07:59 PM	Assigned To associate - Central Region				
Customer is upset that he just purchased vehicle, cannot drive it due to waiting for part (mechatronic) that will not be available for another 2 weeks or possible longer, can be reached during day at business phone 408-754-2821 x 5065 8 - 5 pm.RCM to contact dealer 402635						

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HOFFMAB	08/10/2009 04:10:14 PM	Category Selection				
NARDONP	08/10/2009 05:09:24 PM	Assigned To CAMPOSA				
CAMPOSA	08/11/2009 10:24:01 AM	Call To Tim		402635		Service Manager unavailable. Service Advisor states: part ordered on 7/23; customer first advised that the part would be in 8/7; now being advised it will be another 2 weeks. RCM to advise customer: this component is VIN specific; we apologize that this unique component needs replacing so soon into ownership; we would like to compensate customer for at least one month's vehicle payment; we will review to see how many days down total the customer was to decide final compensation. RCM to call customer.
CAMPOSA	08/11/2009 10:27:20 AM	Call To [REDACTED]				RCM attempted to call business number listed. Voice Mail said RCM reached "Olivia Kinkle". RCM to call customer.
CAMPOSA	08/11/2009 10:29:55 AM	Call To [REDACTED]				RCM attempted to call customer on cell phone. Voice Message advised that the customer was not accepting calls at this time. RCM to call home number.
CAMPOSA	08/11/2009 10:30:37 AM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: when RCM called 'business number' the voice mail said RCM had reached an "Olivia Kinkle"; RCM did not leave a voice message on this other person's voice message; RCM would like to discuss customer's vehicle concern. (RCM to advise: this component is VIN specific; we apologize that this unique component needs replacing so soon into ownership; we would like to compensate customer for at least one month's vehicle payment; we will review to see how many days down total the customer was to decide final compensation.)RCM to wait customer call.
LANDRYK	08/11/2009 02:11:31 PM	Return Call From [REDACTED]				Customer states: returning RCM call. CA advised: will see if RCM is available; if RCM is not available call will go to voicemail and Customer can leave a message. CA to transfer Customer to RCM.

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LANDRYK	08/11/2009 02:12:40 PM	Transfer To Ann				CA transferred Customer to RCM voicemail. RCM to review.
JARAMIV	08/11/2009 04:37:44 PM	Call From [REDACTED]				Customer states/ seeking: to speak with RCM. CA advised will see if RCM available, if not will transfer Customer to voicemail. CA to call RCM.
JARAMIV	08/11/2009 04:40:15 PM	Transfer To Camposa				CA transferred to RCM. RCM to speak with Customer.
CAMPOSA	08/11/2009 04:45:24 PM	Continued Comment With [REDACTED]				RCM advised customer: we apologize for customer's frustration so early into ownership; component is VIN specific and can take 4 weeks to deliver; as this vehicle is so new RCM seeking to possibly make a vehicle payment for customer. Customer advised: he has an accelerated vehicle payment plan; his monthly payment is \$850; seeking a possible service plan; RCM advised: vehicle currently comes with the carefree maintenance program; will research for another possible compensation offer; will follow up with customer by COB Tuesday August 25th. RCM to call Dealer.
SHORTK	08/17/2009 08:54:31 AM	Call From [REDACTED]				Customer states seeking to speak with RCM. CA to contact RCM.
SHORTK	08/17/2009 08:55:11 AM	Transfer To Ann				RCM to transfer to RCM. RCM to address customer call.
CAMPOSA	08/17/2009 08:59:11 AM	Continued Comment With [REDACTED]				Customer advised: vehicle was repaired and returned on Saturday 8/15; twice on Saturday the vehicle felt like it went into neutral going downhill and revved up; customer contacted Dealer who advised they can take the vehicle back to look at; customer advised they would drive the vehicle for a couple days; has not happened since Saturday; customer says they still want dealer to look at the vehicle, but will drive a little longer first. RCM advised: will check with customer by COB Wednesday 8/19. RCM to call dealer.

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CAMPOSA	08/19/2009 10:28:26 AM	Call To [REDACTED]		402635		
<p>Service Advisor states: customer brought vehicle in yesterday; customer advised that vehicle slips into neutral, revs high and then downshifts; this was the customer's original concern; no codes are present; the transmission fluid is normal; if it was the speed sensor it should have thrown a code; techline has been contacted; customer only felt the concern twice on Saturday 8/15; customer has not felt the concern since; Dealer advised customer to take vehicle home and continue driving; if concern happens again Dealer has recommended to customer to document along with condition that the concern occurred (i.e. uphill, vehicle cold, etc); in the meantime technician is waiting on techline to contact dealer back; Dealer is to call customer once techline provides feedback to dealer technician. RCM advised: RCM is scheduled to follow up with customer today; RCM is seeking call with techline feedback as well. RCM to wait dealer call.</p>						
CAMPOSA	08/19/2009 11:02:48 AM	Return Call From [REDACTED]		402635		
<p>Service Advisor states: techline is recommending that dealership needs to duplicate the symptom; if customer can drive with technician while symptom occurs, techline recommends that customer drive a similar vehicle with technician; vehicle may be operating as designed; dealer to advise customer that as there are no codes and the vehicle is currently operating as designed, Dealer wants customer to bring vehicle back if symptoms occur and then dealer will do a test drive with customer; Techline advised they would be forwarding information to FOM. RCM to send FYI email to FOM.</p>						
CAMPOSA	08/19/2009 03:09:11 PM	E-Mail To Paul Freiburger				
<p>What is the concern: The customer just had his mechatronics replaced. The next day he says that when his vehicle was slowing down, it felt like it was going into neutral. The engine would rev high, and then the vehicle would down shift. He says this happened twice. Yesterday Dealer 402635 took a look at the vehicle. There were no codes. The dealer was unable to duplicate the concern. Techline was consulted. Techline advised that dealer will need to duplicate what the customer is feeling. If the customer can duplicate with a dealer technician, the dealership may want to have customer drive a like-vehicle to determine if it is a normal operation of the vehicle. Customer says that they only experienced the above symptoms last Saturday. (note: Dealer advised that these were the symptoms that originally brought the customer to the dealership resulting in the mechatronics replacement)</p> <p>I just wanted to make you aware of the customer's concerns. I understand from the dealership that Techline will be forwarding their VTA notes to you. RCM to add note to user.</p>						

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CAMPOSA	08/19/2009 03:09:32 PM	Note To CCC				RCM to advise customer: RCM understands that Dealer took a look at customer's vehicle yesterday; Dealer did contact Techline as well; the Dealer has advised that the vehicle is operating as designed at this time; and that there were no codes; we understand that the Dealer has advised the customer to continue driving vehicle and if the customer finds the symptoms return to contact Dealer so they can test drive with the customer. RCM to call customer.
STATONJ	08/19/2009 04:38:50 PM	Call To [REDACTED]				RCM advised: Dealer 402635 has used every resource available; at this time Dealer has not experienced Customer concern and there are no error codes present; Customer will need to demonstrate concern to Dealer. Customer states: at this time the vehicle concern is intermittent; Dealer recommended keeping a diary of when and how concern is occurring to assist them with diagnosis; is not happy with experience thus far; does feel that VW builds a very solid vehicle and does like the vehicle a great deal; will continue to work with Dealer. RCM to review.
CAMPOSA	08/19/2009 05:05:28 PM	Note To CCC				RCM reviewed. No further action.

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2009 Jetta TDI [REDACTED]	090184571	Customer Relations	3VWRL71K29M [REDACTED]	1,900		
SHORTK	07/28/2009 10:58:15 AM	Call From [REDACTED]				Complaint 409130 Pr. Part: 3885-Mechatronics Pr. Rsn: 40E Software Updates
	Customer states 1st VW, purchased (paid for), has extended service contract (Platinum), working with SA (Kevin), seeking to have VEH replaced. Customer states has had Nav system concerns previously and VEH was into DLR 3 times for concern. Customer states currently VEH would scan thru gears and they could not accelerate. Customer states VEH is being towed to DLR 409130. CO advised customer our primary goal is to repair the vehicle under the terms of the warranty. CO advised customer RCM would evaluate his concern with no guarantee. CO advised customer RCM would contact him by COB 7/29/09. CO to escalate to RCM.					Complaint Part: 9111-Navigation control module Rsn: 17J Navigation System
SHORTK	07/28/2009 11:37:47 AM	Assigned To ccc				Complaint 409130 Part: 9111-Navigation control module Rsn: 14H Repeat Repair
	Customer seeking VEH to be replaced due to multiple VEH issues. RCM to email DLR 409130					
ISTIFOV	07/28/2009 12:59:08 PM	Assigned To ISTIFOV				
	Assigned.					
ISTIFOV	07/28/2009 01:37:36 PM	Voice Mail For Kevin Fluke		409130		
	RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.					
ISTIFOV	07/29/2009 02:01:31 PM	Call To Kevin Fluke		409130		
	Service Manager advised that the vehicle was towed in to dealer 409130 for a losing power concern however, the concern has yet to occur and so dealer 409130 will continue to test the vehicle and Service Manager will contact RCM back with an update. RCM to call customer.					
ISTIFOV	07/29/2009 02:05:35 PM	Voice Mail For [REDACTED]				
	RCM left message advising that RCM is working with dealer 409130 regarding customer's vehicle concerns and RCM will contact customer back by COB Friday 7/31/09 with an update on his file. Wait dealer call.					
ISTIFOV	07/30/2009 11:13:16 AM	Voice Mail For Kevin Fluke		409130		
	RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.					

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ISTIFOV	07/30/2009 04:12:02 PM	Return Call From Kevin Fluke		409130		
	Service Manager advised that the G180 valve has been ordered for customer's vehicle per QTM's instructions, part is in relation to the mechatronics unit and is expected to arrive by Friday 7/31/09. Service Manager advised he will be out tomorrow and RCM may work with Service Advisor David Bell. RCM to call customer.					
ISTIFOV	07/30/2009 04:18:05 PM	Call To [REDACTED]				
	RCM advised customer is working with dealer 409130 regarding vehicle concerns and will contact customer back by Monday 8/3/09. Customer acknowledged. RCM to call dealer 409130 on 7/31/09.					
ISTIFOV	08/03/2009 10:45:46 AM	Call To Kevin Fluke		409130		
	Service Manager advised that the part has arrived however, he will need to speak with the Service Advisor regarding the repair status and will contact RCM back with the update. Wait dealer call.					
ISTIFOV	08/03/2009 04:21:28 PM	Call To Kevin Fluke		409130		
	Service Manager advised that he has not had a chance to obtain an update on customer's vehicle however, will contact RCM back within a few minutes with an update. Wait dealer call.					
ISTIFOV	08/03/2009 04:33:42 PM	Return Call From Kevin Fluke		409130		
	Service Manager advised the vehicle has been repaired and picked up by the customer as of Saturday 8/1/09 as the mechatronics unit was replaced. Service Manager verified service history in the VDF and has advised the total downtime for repairs has been 14 days. RCM to call customer and advise that VW will service the vehicle under the terms of the warranty however, will offer one month vehicle payment. RCM to call customer.					
ISTIFOV	08/03/2009 04:38:39 PM	Voice Mail By [REDACTED]				
	RCM left message advising to please contact RCM back to discuss her file. Wait customer call.					
ISTIFOV	08/04/2009 03:25:47 PM	Voice Mail For [REDACTED]				
	RCM left message advising to please contact RCM back with any questions or concerns regarding her file. No further action.					

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2009 Jetta TDI [REDACTED]	090184710	Customer Relations	3VWPL71K69M [REDACTED]	3,392		
CALDWEM	07/28/2009 12:47:54 PM	Call From MICHAEL LAWSON				Complaint 403055 Pr. Part: 3490-Speed sensor Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
<p>Customer states there has been a issue with the DSG transmission, states there is a intermittent transmission slipping concerns, and the RPM's revs, Dealer 403055 has been unable to produce the issues, seeking to ensure the vehicle is repaired and operating as design, Customer states his partner has started to lose confidence in the vehicle. CO advised we want the Customer to be able to enjoy the vehicle; our main goal is to ensure the vehicle is repaired operating to manufacture specifications. CO advised the intermittent concerns are hard to address, we will ensure all resources are being utilized by Dealer 403055. CUST states seeking to provide DLR 403055 SA (Jim) a complement. CO advised we will escalate to a RCM to follow up with Customer WED 7-29-09 by COB [REDACTED] CO assigns to the RCM.</p>						Praise 403055 Rsn: 85J Treatment by Personnel
CALDWEM	07/28/2009 12:59:11 PM	Assigned To CER				
<p>Customer states there is a intermittent slipping concern from the DSG transmission, Dealer 403055 has been unable to produce the issue, vehicle operating to manufacture specifications, Customer seeking to ensure vehicle is repaired operating to manufacture specifications, seeking to ensure all technical resources are being utilized and exhausted. Customer seeking to provide Dealer 403055 Service Advisor (Jim) a complement. RCM contacts Dealer 403055</p>						
CAMPOSA	07/28/2009 01:14:43 PM	Assigned To CAMPOSA				
CAMPOSA	07/28/2009 01:27:53 PM	Call To Andy		403055		
<p>Service Manager advised: vehicle was driven home by technician; drove 50 miles; vehicle operating as designed. RCM advised: customer seeking to have all technical resources used to diagnose vehicle; RCM seeking to have Techline contacted as vehicle is only a month old. Service Manager advised: will contact Techline; will follow up with RCM tomorrow. RCM to wait Dealer call.</p>						
CAMPOSA	07/29/2009 12:49:37 PM	Call To Mitch		403055		
<p>Service Manager and Service Advisors unavailable. DP advised: vehicle has not been looked at yet; will follow up with RCM when vehicle is diagnosed. RCM to advise customer: Dealer is currently diagnosing; will follow up with customer by COB tomorrow.</p>						

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CAMPOSA	07/29/2009 12:59:28 PM	Call To Michael Lawson				RCM advised: Dealer has contacted techline; vehicle has not been diagnosed yet; will follow up with customer by COB tomorrow. Customer advised: talked his partner into purchasing this vehicle; now it is not working correctly; found on the NHTSA sight that there are 12 people who have filed a complaint similar to customer's concern with regards to a "false neutral". RCM advised: there are many things that can cause vehicle concerns; to diagnose a vehicle based on internet comments is unreasonable; we will thoroughly look at the vehicle and RCM will follow up with customer by COB tomorrow. RCM to wait Dealer call.
ABDULAM	07/30/2009 04:42:58 PM	Call To Mr Lawson				CA advised that VW is still following up with concerns and VW will follow up with Customer tomorrow. Customer states one concern is the loaner they have is too small as they have 4 dogs and they have given him a Nissan Sentra loaner and radio does not work well. CA apologized for concerns. Customer seeking a barrier, floor mats, or bike rack as compensation for owner in order to turn around experience with vehicle. CA advised VW will review possible compensation once vehicle has been repaired. Customer states dealer and VW has been great throughout the situation. CA thanked Customer. RCM to contact Dealer 403055.
CAMPOSA	07/31/2009 11:39:07 AM	Call To Andy		403055		Service Manager advised: mechatronics speed sensor arrived today; hoping to have repairs completed today. RCM to advise customer: will follow up with customer by COB Monday 8/3 to verify that customer's concerns have all been addressed; when repairs are complete VW would like to send customer \$325 service voucher (aluminum luggage platform listed on VW.com at \$325), which customer can use toward purchase of VW driver's gear; or customer can use for any out of pocket costs at Dealership. RCM to call customer.
GENERAM	08/03/2009 05:17:34 PM	Call To [REDACTED]				Customer states he's picked up the vehicle and so far so good; CA advised of dealer service voucher for \$325, which is valid for one year. Customer states he's very happy with the offer. RCM to forward to CORR to generate dealer services voucher for \$325.00.
GENERAM	08/03/2009 05:19:23 PM	Assigned To CAMPOSA				Please forward to CORR to generate \$ 325 dealer services voucher. Pending.
MANNAE	08/03/2009 07:24:24 PM	Assigned To ccc				Please generate \$325.00 in dealership services. RCM to wait mail.

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BICKMAD	08/04/2009 06:04:25 AM	Assigned To ccc				
GREENJO	08/04/2009 07:40:51 AM	Assigned To GREENJO				
GREENJO	08/04/2009 09:55:05 AM	Mail To [REDACTED] CA generated dealer service letter. CA to reassign.				
GREENJO	08/04/2009 09:55:42 AM	Assigned To CAMPOSA RCM to review and close.				
PRENTIM	08/04/2009 10:02:24 AM	Note To CCC RC reviewed for RCM. No further action.				

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2009 Jetta TDI [REDACTED]	090185521	Recovery	3VWCL71K29M [REDACTED]			
SMITHN	07/29/2009 09:00:29 AM	Assigned To ZEHELD				
	RCM to send mechatronic email to Dealer 419229.					inquiry 419229 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	07/29/2009 11:56:07 AM	E-Mail To Mark Adler		419229		
	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: 2009 Jetta VIN: 3VWCL71K29M [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 419229 e-mail.					
ZEHELD	07/29/2009 02:02:24 PM	E-Mail From Mark Adler		419229		
	THE CUST IS CURRENTLY DRIVING HIS VECH, HE WAS OFFERED A RENTAL, BUT > WILL DRIVE HIS VECH, WE WERE TOLD THAT THE PART SHOULD BE RELEASED AROUND AUGUST 7TH. RCM to assign to outbound project CO.					
ZEHELD	07/29/2009 02:21:09 PM	Assigned To MANNAE				
	CO to call Customer.					

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MANNAE	08/04/2009 04:07:23 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.						

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2009 Jetta TDI [REDACTED]	090187605	Customer Relations	3VWRL71K09M [REDACTED]	1,565		
KURTZT	07/31/2009 10:06:22 AM	Call From [REDACTED]				
<p>Customer states: When driving about 6 miles the vehicle lost all power and the transmission and brake lights came on; she coasted to a stop and turned the vehicle off and then restarted; she stated all lights were off and the vehicle seemed ok so she proceeded home which was approximate 3 miles and experienced the same problem; stated she had the RPM's up to 30 - 40 but the vehicle was not moving. Customer stated she called the Dealer who is 200 miles away who informed her she should not try to drive the vehicle in because she would not make it; Dealer had the vehicle towed to them. Customer states the dealer was not sure what the problem was and had contacted a specialist to look into; Customer stated the Dealer thought it could be a metaltronic part or a sensor; Customer states Dealer told her they were having a part flown in to complete the repair and are hoping to have the vehicle ready today. Customer also stated she mentioned to the Dealer there was some glue on the passenger door that needed to be removed; stated she didn't feel the new car preparation had been done on this vehicle. Customer seeking: VW to give her a new vehicle or an extended warranty; also seeking reimbursement for time missed from work and phone charges incurred due to this concern with the vehicle; Customer stated she is expecting at least a \$1,000 from VW because she does not want VW to have someone reunite her with her vehicle because she does not trust someone else driving it; they figured this would cost VM approximately \$400 - \$500 dollars based on the tow charges and since they want to pick the vehicle up from the Dealer who is 200 miles away they feel VW should pay them between \$400 - \$500 to do this; the balance of the requested \$1,000 is for lost work, phone charges and inconvenience.</p>						<hr/> Complaint 424168 Pr. Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Pr. Rsn: 14H Repeat Repair <hr/> Complaint 424171 Part: 3732-Vehicle speed sensor Rsn: 73F Manual Transmission/Clutch Inoperative <hr/> Complaint 424171 Part: 5751-Front door Rsn: 70J Condition of Vehicle @ Time of Delivery
KURTZT	07/31/2009 10:32:07 AM	Continued Comment From [REDACTED]				
<p>Continued Comment: CO advised Customer: this would be escalated to an RCM who would contact he by COB on Monday 8/3; Customer is requesting RCM to call in the afternoon at [REDACTED]; please note this is the Customer cell phone and it cost her .45 cents per minute; Customer has requested her mom be conferenced in on the call (she is the co-signer), phone # [REDACTED] RCM to contact Customer Monday afternoon 8/3 at [REDACTED] RCM to research.</p>						
KURTZT	07/31/2009 10:53:18 AM	Assigned To RCM				
<p>CUST seeking: VW to give her a new vehicle or an extended warranty as well as \$1,000 for picking up vehicle from DLR 200 miles away, phone charges and inconvenience. RCM to call CUST on Monday 8/3 afternoon on her cell # [REDACTED] (note: cost is .45 cents per mintue to CUST); CUST requested her mom (co-signer) be conferenced in on call at [REDACTED] RCM to research.</p>						

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NARDONP	07/31/2009 11:32:43 AM	Assigned To CAMPOSA				
CAMPOSA	08/03/2009 10:26:01 AM	Call To Gerrod		424171		Service Advisor states: Vehicle originally was shipped to Dealer 424168; customer have vehicle towed to Dealer 424171 because Dealer 424171 is selling dealer; came in on 7/29/09; QTM is involved; speed sensor was ordered for vehicle; part came in today; will follow up with RCM to advise of repair. RCM to wait Dealer call.
CAMPOSA	08/03/2009 10:37:11 AM	Call To Dan		424171		Service Manager advised: customer stayed all day on 7/29; when it was apparent that the vehicle would not be repaired by the end of the days because a part needed to be ordered, the dealership provided the customer with a rental vehicle; customer came back the next day with her mother and spend most of the day at the dealership. RCM advised: will not be able to meet customer's expectation of \$1000 compensation for cellphone usage, loss of work, compensation for her picking up her vehicle; customer's warranty does not have a provision for reunite or compensation; as a goodwill gesture we can certainly reunite customer with vehicle and as a goodwill gesture, if customer is not open to having dealership tow vehicle back to customer, we can compensate customer for fuel costs driving to dealership to pick up vehicle once vehicle is repaired; seeking to know when vehicle is repaired before we make final determination on goodwill assistance. RCM to wait Dealer call.
BAKERCR	08/03/2009 04:16:32 PM	Call From [REDACTED]				Customer states seeking to have an ETA on when RCM will contacted her; CA advised before the COB today; RCM to review
CAMPOSA	08/03/2009 04:49:00 PM	Call To Dan		424171		Service Manager advised: vehicle has been repaired; they are test driving vehicle to verify there are no additional concerns; hoping to release the vehicle to the customer tomorrow; customer was contacted 15 minutes ago. RCM to call customer.
LOPEZJ	08/03/2009 04:58:53 PM	Return Call From [REDACTED]				Customer states seeking: to speak with RCM. CA to call RCM.
LOPEZJ	08/03/2009 05:04:49 PM	Call To CAMPOSA				RCM unavailable. CA to return to Customer.

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LOPEZJ	08/03/2009 05:05:07 PM	Return To	[REDACTED]			CA advised: RCM is assisting another Customer or could possibly be leaving for the day; CA will transfer Customer to RCM back-up if available. Customer accepts. CA to call RCM.
LOPEZJ	08/03/2009 05:05:48 PM	Call To	NARDONP			CA advised: Customer seeking to speak with RCM; has a follow up by COB today. RCM back-up advised: RCM is currently on the phone with a Customer in relation to this case; could possibly be a mother/daughter situation; requested CA to confirm who is on the line and advise RCM is currently discussing this case. CA acknowledged. CA to return to Customer.
LOPEZJ	08/03/2009 05:07:04 PM	Return To	[REDACTED]			CA advised: spoke with RCM back-up whom indicated RCM is on the line with Customer; inquired if CA is speaking with Customer or a relative. Customer advised: Customer is the owner; Customer mother is also on the title; perhaps RCM is speaking with her; will contact her at home and follow up with VW CCC if necessary. CA agreed. RCM to review.
CAMPOSA	08/03/2009 05:09:45 PM	Call To	[REDACTED] (mother)			RCM advised: vehicle is repaired; dealer is test driving vehicle; hoping to get vehicle back to owner by tomorrow; we will not be able to meet customer's expectations of compensation for cell phone usage nor for time out of work; our obligation is to repair the vehicle under the terms of the warranty; our warranty provides for rental reimbursement; our roadside assistance provides additional coverage; there are no provisions for compensation; with that said, as a goodwill gesture we were seeking to tow vehicle to customer. Customer advised: wants RCM to call her daughter; does not know whether they will pick up vehicle or have it towed to customer; does not want vehicle; wants money back or a lifetime warranty. RCM advised: will not be able to meet customer's expectations; will call customer's daughter (the owner) with information as customer advised that the owner is waiting on a call from RCM. RCM to call customer.
CAMPOSA	08/03/2009 05:13:56 PM	Call To	[REDACTED]			RCM LVMM. RCM advised: customer has advised that the vehicle is repaired; they are test driving vehicle to verify there are no other concerns; will follow up with customer by COB tomorrow; Dealer is waiting to see if a reunite is needed or if customer will be picking up vehicle. (NOTE: if customer calls, we are going to provide customer with \$100 for dinner on VW). RCM to call dealer.
BAKERCR	08/03/2009 05:38:56 PM	Call From	[REDACTED]			customer states seeking to speak with a RCM; CA to transfer;

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BAKERCR	08/03/2009 05:39:56 PM	Face-To-Face With NARDONP				CA reviewed case with RCM; CA to transfer customer;
BAKERCR	08/03/2009 05:41:12 PM	Transfer To NARDONP				RCM to continue with customer;
NARDONP	08/03/2009 05:56:22 PM	Call From [REDACTED]				RCM advised understand Customer mother has just spoke with RCM about the concerns with Customer vehicle. Customer states she is not confident at all that the vehicle is repaired; she has been very stressed, upset, and physically affected by the concerns with her vehicle; she feels a new vehicle like this should not have these issues; she believes the best result that RCM could provide would be refunding her money for the vehicle and she walk away. RCM advised that is not a request we will be able to meet; the reason we have warranties on the vehicle, is to address repairs such as this at no cost to Customer. Customer states she has had to lose days of work and feels there should be some compensation offered like a warranty extension to give her piece of mind. RCM advised we are not able to offer warranty extension; the vehicle does have plenty of warranty left so any unforeseen issue can still be addressed should they arise; we are able to offer a \$100 certificate that Customer could use for dinner, shopping, etc. Customer states she does appreciate the offer but she knows Dealer 424171 has offered to tow the vehicle back to her; she wanted to know if she picked up the vehicle, would we be able to provide her with the money we would have spent on the tow. RCM advised that is not a possibility. Customer states she has seen in other instances where a vehicle payment has been offered and she wanted to know if that could be offered. RCM advised in certain instances we have offered vehicle payments, but in those instances the vehicle have been down for an extended period close to a month so we would not be able to meet that request. Customer states she would like to this about the offer and knows she does have the option of the BBB and attorney general as well. RCM advised Customer can think about the offer and it will be good for 30 days; she definitely has the right to utilize any outside resource she feels necessary; Customer can call back when she has made a
NARDONP	08/03/2009 06:05:59 PM	Continued Comment From [REDACTED]				Continued Comment: decision on our offer. Pending Customer call, no further action.
CALDWEM	08/04/2009 10:13:28 AM	Return Call From [REDACTED]				Customer states seeking to speak with RCM, VM offered, CA contacts RCM.
CALDWEM	08/04/2009 10:14:12 AM	Transfer To NARDONP				CA transfers call to RCM. 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>
NARDONP	08/04/2009 10:32:53 AM	Continued Comment With	[REDACTED]			
<p>Customer states she wanted to know if there was a Supervisor that she could speak with to voice her concerns. RCM advised all Supervisor are currently in a meeting but Customer could be contacted later today by a Supervisor. Customer handed the phone to her mother- Customer states she feels VW owes them compensation for this situation and would ultimately like the vehicle replaced. RCM advised replacing the vehicle is not an option. Customer states Dealer 424171 was going to cover the cost of towing the vehicle back to her and she wants to pick up the vehicle herself and have VW pay her what the cost of the tow would be. RCM advised we are not able to do that as well since we would have been paying for a service; that is like Customer bringing her vehicle in for repairs and having a Dealer pay her what it would cost to fix the vehicle under warranty and have Customer go elsewhere for repairs. Customer states she has seen other people in situations get 2 vehicle payments and that is what she wants here. RCM advised we will not offer a vehicle payment either. Daughter took the phone back- Customer states she will think about the \$100 offer made by RCM and contact us back with a decision. Pending Customer call, no further action.</p>						
CAMPOSA	08/04/2009 01:00:43 PM	Voice Mail From Dan		424171		
<p>Service Manager advised: customer is on their way to pick up vehicle; provided a courtesy fuel fill. RCM to call Dealer.</p>						
CAMPOSA	08/04/2009 01:06:19 PM	Call To Dan		424171		
<p>RCM advised Service Manager: customer has been offered \$100 toward dinner on VW; customer has yet to accept; we are not providing any additional goodwill, as customer has already chose to decline a reunite; customer did not have anything negative to say regarding their experience with Dealer 424171 other than they thought the part would be in on 7/31 and it wasn't; wanted to pass that feedback along. No further action.</p>						
LANDRYK	08/06/2009 11:35:35 AM	Return Call From	[REDACTED]			
<p>Customer states: seeking to speak with RCM-NardonP. CA advised: do see that RCM-ComposA is her RCM; can see if RCM ComposA is available. Customer states: just spoke with RCM-Pete and would like to speak with him further. CA advised: would like to place Customer on hold. CA to speak with RCM ComposA.</p>						
LANDRYK	08/06/2009 11:35:49 AM	Face-To-Face With Ann				
<p>RCM advised that this is in her case load and Customer needs to speak with her; CA should transfer Customer to RCM now. CA to return to Customer.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LANDRYK	08/06/2009 11:36:06 AM	Return To	[REDACTED]			CA advised: RCM-NardonP is not available but RCM CamposA is; can transfer Customer now. Customer accepted. CA to transfer Customer to RCM-CamposA.
LANDRYK	08/06/2009 11:36:19 AM	Transfer To Ann				CA transferred Customer to RCM. RCM to continue comments with Customer.
CAMPOSA	08/06/2009 11:51:52 AM	Continued Comment With	[REDACTED]			Customer advised: vehicle was picked up on Tuesday 8/4; yesterday as customer drove down a hill, the RPMs started racing while the vehicle was braking; customer attempted to go down hill again, and same thing happened; customer called Dealer 424168 (not original servicing Dealer 424171); vehicle was towed to Dealer 424168 for repairs; may be the mechatronics unit; customer seeking to provide RCM with update on vehicle concern; customer does not want to pressure new VW dealership; customer is seeking vehicle to be repaired; customer is in a loaner vehicle. RCM advised: apologized; advised the customer that RCM contacting Dealer 424168 would not be pressuring the dealership; RCM wants to follow repair for customer; and offer any assistance to Dealer if they need it; RCM will follow up with customer by COB Friday 8/7. 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>
CAMPOSA	08/06/2009 11:55:36 AM	E-Mail To Ron Hollis		424168		

***** Email to rhollis@bommarito.net; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2009 Jetta

VIN: 3VWRL71K09M [REDACTED]

Reason for Inquiry: The customer was recently at Bommarito VW in Hazelwood for a shifting concern. The QTM was involved with the repair. I understand that the vehicle is currently at your dealership for an excessive RPM concern. The customer says that your initial diagnosis shows that perhaps the Mechatronics may need to be replaced. I am seeking to know if you have contacted the QTM or techline. I am also seeking the current diagnosis.

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

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

Thank you in advance for your help.

Ann Camposeo

(248) 754-3242

RCM to send FYI email to FOM

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	08/06/2009 12:09:41 PM	E-Mail To Trent				
<p>What is the concern: Vehicle was in last week at Dealer 424171 (not current dealer) for a shifting concern. QTM was involved. The speed sensor was replaced. Vehicle was picked up by the customer on Tuesday. Yesterday the vehicle began experiencing high RPMs when braking downhill. The vehicle was towed to Dealer 424168. According to the customer, the initial diagnosis is that the vehicle requires a mechatronics unit. I have advised the customer that we do not have an official diagnosis yet, and that we will have Dealer 424168 working closely with our team of master technicians from VW. I have advised the customer that I would follow up with her by close of business Friday 8/7.</p> <p>What is the customer seeking: When the customer contacted us last week, she said she wanted VW to either put her into a new vehicle, or give her a lifetime warranty. If this customer requires a mechatronics, her vehicle will be down over 30 days. For her concern last week she was down a total of 7 days (including the weekend). We declined the lifetime warranty, and advised her that our obligation is to repair the vehicle under the terms of the warranty. We offered to reunite the customer with her vehicle, but she declined. We even offered the customer \$100 for dinner on VW, and she said she'd think about it.</p> <p>Next steps/CARE action: Currently, I am seeking to give you a head's up on this customer's vehicle, and her previous request. RCM to wait dealer call.</p>						
CAMPOSA	08/06/2009 03:14:39 PM	Voice Mail From Ron		424168		
<p>Service Manager LVMM. Service Manager seeking a call back on his cell phone [REDACTED] RCM to call Dealer.</p>						
CAMPOSA	08/06/2009 03:17:04 PM	Return Call From Ron		424168		
<p>Service Manager advised: vehicle was just low on transmission fluid; FOM seeking for vehicle to be driven 90 miles; then climb a steep hill to verify that the vehicle has no further concerns; will have a technician drive the vehicle; QTM is involved; will have diagnosis completed tomorrow. RCM to wait Dealer.</p>						
CAMPOSA	08/07/2009 01:43:14 PM	Call To Chris		424168		
<p>Service Advisor states: Service Advisor "Bill" is working on this vehicle; will have Service Advisor call RCM. RCM to wait Dealer call.</p>						
CAMPOSA	08/07/2009 03:13:13 PM	Return Call From Bill		424168		
<p>Service Advisor states: QTM went over vehicle as well; the vehicle was only low on transmission fluid; customer paid cash for vehicle. RCM advised: have Dealer offer customer \$350 dealer services voucher with no expiration date as a goodwill gesture. Dealer advised: will offer with customer. RCM to follow up with customer.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	08/07/2009 05:00:28 PM	Face-To-Face With Elaine				
	RCM advised: customer paid cash for vehicle; customer has carefree maintenance; customer previously declined \$100 dinner on VW; as customer had second transmission concern within a day of getting the vehicle returned, RCM is offering customer \$350 service voucher with no expiration date as a goodwill gesture. Supervisor agreed with goodwill decision. RCM to call customer.					
CAMPOSA	08/07/2009 05:30:59 PM	Call To [REDACTED]				
	RCM LVMM. RCM advised: understand that the dealer has completed the vehicle; understand that the vehicle was to be returned to the customer; seeking to know if Dealer provided customer with the goodwill offer of the \$350 dealer goods and services voucher with no expiration date; seeking customer to call RCM to verify the mailing address the customer is seeking to have voucher sent to. RCM to wait dealer call.					
CAMPOSA	08/07/2009 05:31:17 PM	Return Call From Bill		424168		
	Service Advisor states: customer was thrilled with offer; is picking up vehicle on Monday 8/10. RCM advised: will follow up with customer on Monday 8/11. RCM to wait customer call.					
HOWARDB	08/07/2009 05:47:27 PM	Return Call From [REDACTED]				
	Customer called to speak to the RCM Pete. CA placed the Customer on hold to contact the RCM.					
HOWARDB	08/07/2009 05:48:42 PM	Call To Pete				
	RCM was away from desk. CA to return to the Customer.					
HOWARDB	08/07/2009 05:49:55 PM	Return To [REDACTED]				
	CA advised the Customer that the RCM is away from desk. CA offered to take a message. Customer stated that she would like for the RCM to call her back today at [REDACTED] RCM to call the Customer.					
JARAMIV	08/07/2009 06:09:31 PM	Call From [REDACTED]				
	Customer seeking: to speak to RCM. CA to transfer to RCM.					
JARAMIV	08/07/2009 06:10:28 PM	Transfer To NARDONP				
	Customer to leave VME for RCM.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/10/2009 10:04:19 AM	Voice Mail From	[REDACTED]			Customer LVMM. Customer states she picked up her vehicle on Tuesday 8/4 but the next day she had continued issues with the vehicle; the vehicle was brought back to Dealer 424166 for service; she was contacted by both Dealer and RCM Ann stating the vehicle was repaired and there would be an offer of \$350 in Dealer services; she was advised to contact RCM back to verify her address; Customer verified the address on file to be correct; she would like to accept the offer that RCM has presented to her. RCM to review.
CAMPOSA	08/10/2009 01:31:30 PM	Call To	[REDACTED]			RCM advised: understand that customer received her vehicle back; also understand that customer is seeking to accept the \$350 service voucher; verified mailing address. Customer advised: would also like the \$100 for dinner on VW that was originally offered. RCM advised: will take 7-10 business days to receive the voucher; the check will take 4-6 weeks. RCM to assign to Correspondence
CAMPOSA	08/10/2009 01:33:12 PM	Assigned To CORR				Please send customer \$350 service voucher with NO expiration date. Correspondence to mail voucher.
BICKMAD	08/11/2009 06:10:34 AM	Assigned To ccc				
GREENJO	08/11/2009 07:29:16 AM	Assigned To GENERAM				
GENERAM	08/11/2009 10:57:21 AM	Mail To	[REDACTED]			Generated dealer goods and services customer letter and completed certificate. Forward for review and outgoing mail. Customer letter can be viewed in doc center. RCM to review and close.
GENERAM	08/11/2009 11:05:58 AM	Assigned To CAMPOSA				RCM to review and close.
CAMPOSA	08/11/2009 11:18:20 AM	Note To CCC				3VWRL71K09M [REDACTED] [REDACTED] Dinner on VW due to concerns early in ownership. Total = \$100

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

09/23/2009

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

<u>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	08/15/2009 04:00:31 AM	Note To CAMPOSA				
Check #	██████████	for amount \$	100.00	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>
2009 Jetta TDI ██████████	090188115	Customer Relations	3VWTL71K39M ██████████	2,999		
NESTORD	07/31/2009 05:51:13 PM	Call From ██████████				
<p>Customer states: while driving vehicle it shifted into neutral and would not shift; vehicle fan will run 10 minutes after the vehicle has been turned off; had taken vehicle to Dealer 422180; working with Eric Coleman at Dealer; Dealer advised vehicle is operating to manufacture specifications; Customer picked vehicle up for Dealer 7/30/09 but is still having similar problems; Customer feels the real concern with the vehicle is being overlooked by the Dealer; Bluetooth is not operating properly; Dealer advised that an addition accessories would be needed to be able to use the Bluetooth option. Customer seeking: have vehicle concerns repaired. CO advised: cannot guarantee we will be able to meet the Customer request; will escalate concerns to RCM for further review; RCM will follow up with Customer by COB 8/3/2009 at phone number ██████████ at anytime. CO to assign to RCM.</p>						<hr/> Complaint 422180 Pr. Part: 8715-Wiring harness Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically <hr/> Complaint 422180 Part: 9123-Multi-Media Package Rsn: 57J Accessories/Options
NESTORD	07/31/2009 06:06:27 PM	Assigned To RCM				
<p>Customer states: vehicle is shifting into neutral while driving; fans will keep working after vehicle is shut off; Bluetooth is not operating as it should be; Dealer 422180 advised vehicle is operating to manufacture specifications. Customer seeking: vehicle concerns to be repaired. CO advised: will escalate Customer concerns to RCM for review; RCM will contact Customer by COB at ██████████ at anytime. RCM to review.</p>						
ZEHELD	07/31/2009 06:24:24 PM	Assigned To SMITHN				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SMITHN	07/31/2009 06:59:18 PM	E-Mail To Robert Salo		422180		

***** Email to rsalo@ontariovw.com: *****

ACTION REQUIRED: [REDACTED] - Vehicle Operating to Specifications

The following customer has contacted Customer CARE dissatisfied with the diagnosis that the vehicle is operating to manufacturer specifications. Please review the details below:

Customer Name: [REDACTED]

VIN: 3VWTL71K39M [REDACTED]

Model Year/Model: 2009 Jetta

Mileage: 2,999 miles

What customer is seeking? Customer states vehicle is shifting into neutral while driving; fans will keep working after vehicle is shut off; Bluetooth is not operating as it should be; Dealer 422180 advised vehicle is operating to manufacture specifications.

Please provide as much detail as to what has been done to come to this conclusion so we can educate the customer. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Nancy Smith
(248) 754-3636

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

RCM to wait Dealer 422180 email.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SMITHN	08/03/2009 08:08:46 AM	E-Mail From Bob Salo		422180		
		<p>This vehicle came in July 9 at 1997 miles w/ a complaint that vehicle shifted out of gear while driving. Had a faulty RPM sensor. We replaced the sensor and now it is fine. He complained of overheating but there were no codes and it ran fine for us. He also complained about the Bluetooth but his vehicle is not equipped with one. We verified this by the factory window sticker that was in his glove box. He bought it at another dealer and maybe there was some confusion like one car had it and another didn't and he wound up buying one he thought had it but it didn't. He also complained about the fans but they worked fine too. Then he came back July 30 at 2869 miles complaining of a burning smell. Also complained about the engine shield loose. We replaced a missing screw in the engine shield and scanned his computer and it was fine - we found nothing with a burning smell. RCM to call Customer.</p>				
SMITHN	08/03/2009 06:45:11 PM	Voice Mail To [REDACTED]				
		<p>RCM LVMM advising: Dealer 422180 advised of complaint that vehicle shifted out of gear while driving; vehicle had a faulty RPM sensor; Dealer replaced the sensor and now it is fine; overheating issue Dealer states there were no codes and it ran fine for them; vehicle is not equipped with Bluetooth and Dealer verified this by the factory window sticker that was in his glove box; Dealer found fans operating to specifications; Dealer was not able to smell a burning smell; if Customer has further questions please contact CCC. RCM to wait on CUST call.</p>				
SYLVESM	08/04/2009 12:20:43 PM	Call From [REDACTED]				
		<p>Customer is returning call from RCM. CA advised Customer will transfer call to RCM. CA transferring to RCM.</p>				
SYLVESM	08/04/2009 12:21:47 PM	Transfer To RCM - Nancy				
		<p>CA transferred call to RCM. RCM to continue speaking with Customer.</p>				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SMITHN	08/04/2009 12:42:05 PM	Continued Comment From	[REDACTED]			
<p>Customer states that he got my VMM and he is very angry because RCM made it sound like Customer is a moron; he has some very serious issues with the vehicle transmission and RCM just dismissed them. RCM advised Customer that RCM did not dismiss Customer concerns; Dealer 422180 advised that they had all of the concerns addressed and RCM LVMM advising Customer what dealership had advised and if Customer had further concerns to contact RCM back, which Customer is doing right now. Customer states that the transmission heat sensor was supposed to be replaced and he doesn't show on repair order that part was replaced; the coolant fans are staying on for 10 minutes after vehicle is shut off, which indicates that the fluid is so hot that it is taking that long for coolant fans to cool vehicle off; when he took vehicle back in to Dealer 422180 on July 31st, Dealer advised him vehicle is operating to specifications and that just isn't true. RCM advised Customer to contact Service Manager at Dealer 422180 and talk to him about his concerns; Service Manager may agree with Customer and have Customer bring vehicle back in. Customer states he will call Service Manager but if he isn't happy with what the Service Manager is saying he will be calling RCM back this afternoon. RCM to wait on Customer call.</p>						
NESTORD	08/04/2009 12:58:19 PM	Return Call From	[REDACTED]			
<p>Customer states: seeking to speak to RCM. CA advised: would transfer to RCM if available; if assisting another Customer or away from desk will transfer to voicemail. CA to call RCM.</p>						
NESTORD	08/04/2009 12:58:32 PM	Transfer To Nancy Smith				
<p>CA transferred Customer to RCM voicemail. RCM to call Customer.</p>						
SMITHN	08/04/2009 01:06:40 PM	Voice Mail From	[REDACTED]			
<p>Customer LVMM advising he spoke with Service Manager and he was less than helpful; would like RCM to call him back so he can discuss further options. RCM to call Customer.</p>						
SMITHN	08/04/2009 07:43:48 PM	Call To	[REDACTED]			
<p>Customer states Service Manager didn't want to discuss anything with him; Service Manager's whole demeanor changed once he knew who was on the phone; he asked Service Manager to check and see if the clutch oil temperature had been replaced as tech line had suggested and Service Manager advised him that it would take him 20 minutes to go through the notes and he doesn't have time. RCM advised Customer to fax me the repair order, I will inquire if dealer replaced sensor; RCM will call Customer back by COB on Friday 8-7-09. RCM to wait on Customer fax.</p>						
CAMILOM	08/05/2009 10:38:46 AM	FAX From	[REDACTED]			
<p>Fax in doc center.</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>
SMITHN	08/05/2009 12:42:21 PM	FAX From	[REDACTED]			Customer faxed repair order. RCM to email Dealer 422180 to find out why they didn't replace clutch oil temperature sensor that is recommended on Customer repair order.

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

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

<u>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	08/05/2009 12:52:43 PM	E-Mail To Robert Salo		422180		

***** Email to rsalo@ontariovw.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2009 Jetta

VIN: 3VWTL71K39M [REDACTED]

Reason for Inquiry: Customer sent us repair order and has questions I can't answer. I sent Customer to you to get answers and Customer called me back and said you wouldn't answer his questions. Customer would like to know why it says on the repair order that it is recommended to replace both the transmission input speed sensor G182 and clutch oil temperature sensor G509 but he only sees that the transmission input speed sensor G182 was replaced. Customer states he feels he is still having concerns with the vehicle and his experience hasn't been positive with your dealership. Your assistance with telling me the answer to the above question will assist me with making the customer understand.

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.

Nancy Smith
(248) 754-3636

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RCM to wait on Dealer 422180 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>
SMITHN	08/05/2009 01:20:32 PM	E-Mail From Bob Salo		422180		
		<p>Hi Nancy, The G182 and the G509 are integrated into one part # and that part was replaced per tech line recommendation. Customer called in to complain yesterday. We attempted to make an appointment to address his current concerns but customer states that we wont do anything so he wants to go somewhere else. Thats all I have on him</p> <p>Bob Salo Ontario VW</p>				
SMITHN	08/05/2009 01:22:17 PM	Note To Bernd Cramer				
		<p>RCM verified with RCM that component is actually integrated with both parts; RC showed me booklet that has pictures with both units and documentation states that the parts are integrated. RCM to call Customer to advise.</p>				
SMITHN	08/05/2009 04:33:22 PM	Call To [REDACTED]				
		<p>RCM advised Customer that both parts have been integrated into one part; RCM did verify it with my expert here and they combined two sensors into one part so only one part has to be replaced when both sensors go out; asked Customer if he is having any more symptoms and he advised that he hasn't in a week or so. RCM advised to feel free to call if the vehicle has more concerns. RCM to assign to Correspondence for BBB letter.</p>				
SMITHN	08/05/2009 04:37:22 PM	Assigned To CCC				
		<p>RCM to send Customer a BBB letter as he is unhappy with decision that vehicle is operating to specifications.</p>				
BICKMAD	08/06/2009 06:18:09 AM	Assigned To BOSLEYJ				
BOSLEYJ	08/07/2009 11:42:33 AM	Mail To [REDACTED]				
		<p>Letter generated and sent. RCM to review and close.</p>				
BOSLEYJ	08/07/2009 11:42:56 AM	Assigned To SMITHN				

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

09/23/2009

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

<u>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	08/07/2009 12:08:35 PM	Note To CCC				
	RCM reviewed. No further action.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2009 Jetta TDI [REDACTED]	090189189	Customer Relations	3VWCL71KX9M [REDACTED]	14,756		
PABSTM	08/03/2009 09:40:56 AM	E-Mail From Mark Watson				
<p>Hi Michele,</p> <p>I received a call from Justin Koelker, Service Manager at Prime VW (401425) in Saco, Maine on Saturday about a customer who broke down. The customer was traveling home to Missouri when their 2009 Jetta TDI broke down on Saturday. While I don't have the name of the customer, here's what I do know. They have a 2009 Jetta TDI with about 14K miles. The trans locked up on them and the car was not drivable. It was towed to the dealer and the dealer and techline determined it needed a mechatronics unit for the transmission. As you know, these parts take about 3-4 weeks to receive. We checked and there are no trans assy available for this vehicle. Not knowing what to do on a Saturday, the dealer called me. I requested Justin put them in a rental car and offer them up to \$400 for room and board for 2 nights until we can determine what to do on Monday with your Customer Care group. I am in meetings in California all week and have little free time to deal with this situation. I don't know if we have other instances like this but is certainly is a tough one. Some possible options as I see it.</p> <p>1) We fly the couple home to Missouri and provide them with a rental car in Missouri. We fix the car in ME and then set-up a reunite in MO.</p> <p>2) We fly the couple home and provide them with a rental car in MO. We have their local dealer in MO order the part and at the same time, have the car picked up and shipped to the local MO dealer. With any luck, the new mechatronics unit and broken car will arrive at the dealer in MO at the same time and the MO dealer can repair the car with the new part. This will save us the rental expenses while the repaired vehicle is being shipped from ME to MO (in hopefully 3-4 weeks).</p> <p>3) Got any other options for this tough situation?</p> <p>Please contact Justin directly at 207-571-5050 for more information about the customer and what direction we should take to get this customer back home to MO.RCM to take call.</p>						<hr/> Complaint 401425 Pr. Part: 3726-Transmission speed sensor Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate <hr/> Inquiry 401425 Part: OTHR-LOYALTY CERTIFICATE TOWARDS NEW VEHICLE Rsn: 96G Reimbursement <hr/> Complaint 401425 Part: 3726-Transmission speed sensor Rsn: 36A Rental/Loaner <hr/> Inquiry 424122 Part: 3726-Transmission speed sensor Rsn: 12K Dealer
PABSTM	08/03/2009 09:42:19 AM	Call From justin Koelker		401425		
<p>Service Manager at dealer 401425 advised the customer is at the dealer wanting to know what to do, that he can reimburse the customer for their expenses so far, but it will take 2 days, he thinks option #2 is best. RCM advised the car was purchased by 424125, RCM will discuss options with Central RCM and call the dealer back. RCM to discuss with Central RCM.</p>						
PABSTM	08/03/2009 10:07:17 AM	Face-To-Face With Ann Camposeo				
<p>Central RCM advised it is best to have the car fixed in Maine and do a reunite for the customer. RCM to call dealer 401425.</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>
PABSTM	08/03/2009 10:08:21 AM	Call To justin Koelker		401425		
PABSTM	08/03/2009 10:11:15 AM	E-Mail From Justin Koelker		401425		<p>Hello All, I just spoke with the customer and they are interested in driving a rental car back to Missouri. They have a lot of art supplies that they would rather not fly with, or leave behind. I don't get the impression that they are interested in coming back for their car, so hopefully the idea of shipping the car to Missouri still works. Justin Koelker Service Manager of Prime Volkswagen Work 207-283-2900 Office 207-571-5050 Cell 207-467-0030 fax 207-284-8005 Email from daeler 401425.</p>
PABSTM	08/03/2009 10:23:58 AM	E-Mail From Justin Koelker		401425		<p>Michele, In a conversation I just had with the customer I asked them how they liked Suntrup. They told me it is a nice place to buy a car, but they don't service there. They use a dealership called Dick Dean VW in Kirkwood. Justin Koelker Service Manager of Prime Volkswagen Work 207-283-2900 Office 207-571-5050 Cell 207-467-0030 fax 207-284-8005 RCM to advise Central RCM.</p>

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/03/2009 10:24:37 AM	E-Mail From ann Camposeo				
	The Dean Team of Kirkwood phone number is: 314-966-0303, and the Service Manager is Randy Carson					
	Ann Camposeo VWoA Customer CARE Center Central Regional Case Manager Volkswagen of America, Inc 3499 West Hamlin Road Rochester Hills, MI 48309 Phone: (248) 754-3242 Fax: (248) 754-6504					
	RCM to call dealer 401425.					
PABSTM	08/03/2009 10:30:48 AM	Call To randy carson		401425		
	RCM advised of customers request to have their car taken to dealer 424122, and to coordinate a mechatronic repair where it has already been ordered from 401425. RCM advised the mechatronic diagnosis is already in techline. Service Manager advised he will coordinate the repair with dealer 401425, and to email him the information. RCM to call dealer 401425.					
PABSTM	08/03/2009 10:34:20 AM	E-Mail From justin koelker		401425		
	ok, So I have Chris Gurkey from the tech line telling me to replace the G509 mod and see if that fixes the car. So now I have to go change the entire story on this customer and say we are going to "try the G509 but it still might need the mecha" This is about to get ugly. Skip had me grab the measuring blocks this morning and agreed that the mecha unit was probably what needed to be replaced Justin Koelker Service Manager of Prime Volkswagen Work 207-283-2900 Office 207-571-5050 Cell 207-467-0030 fax 207-284-8005 RCM to email dealer 401425.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/03/2009 10:53:41 AM	E-Mail To Skip Brownell		401425		
		Skip, what do you say? RCM to wait field contact.				
PABSTM	08/03/2009 11:01:02 AM	Call From justin koelker		401425		
		Service Manager advised he has never done a G509 - he will talk to the tech and get details, he must get a shuttle to drive the customer to Portland for the \$895 one way rental. RCM advised not having any prices to compare. Service Manager advised the customer is losing faith, he is sitting outside his door listening as the Service Manager discusses the repairs and process. RCM advised will communicate recommendation to all in the email, and that the last bit to be coordinated is roadside trip interruption and the customers expenses. RCM to email multiple roles.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PABSTM	08/03/2009 11:16:14 AM	E-Mail To fom, SM		401425		
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Hello all,

With the repair circumstances changing between mechatronic order and G509, there will be at least repair down time, order time.

Most importantly, customer faith is at stake, as the customer is sitting outside the SM's door while all the communications continue.

The customer is anxious to return home to St. Louis, Justin and I are coordinating the one way rental for the customer to drive home with all of their possessions. I suggest we get the customer under way with their drive home, and let Justin continue working with techline on diagnosis, repair, orders, etc.

Once techline diagnosis is complete, the car will either be repaired by Prime and transported to the customer, Or mechatronic order kept on order, and the car transported to Dean team in Kirkwood MO for final repair.

Please advise if you agree - as Justin and I see this as the best option, considering the circumstances.

Michele Pabst

Eastern Region Case Manager

VWoA Customer CARE Center

Volkswagen of America, Inc.

3499 Hamlin Road

Rochester Hills, MI 48309

Phone: 248-754-3324

RCM to await response.

PABSTM	08/03/2009 11:24:25 AM	E-Mail From mark watson				
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I agree Michele. Let's get the customer on the road now.

Regards,

Mark Watson, Area 11 FOM

(603) 776-4529

RCM to talk to dealer 401425.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/03/2009 11:25:03 AM	Call To justin Koelker		401425		
		Service Manager advised he has the G509 in stock, he is checking the time frame for repair, will have to put other customers warranty work on hold and will call the RCM back with the time frame. RCM to wait customer call.				
PABSTM	08/03/2009 11:26:43 AM	E-Mail From justin koelker		401425		
		1-800-GOALAMO www.goalamo.com 207-775-0855 1-800-230-4898 www.avis.com 207-874-7500 1-800-527-0700 www.drivebudget.com 207-772-6789 1-800-654-3131 www.hertz.com 207-774-4544 1-800-CAR-RENT www.nationalcar.com 207-773-0036 RCM to call rental companies.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PABSTM	08/03/2009 11:48:54 AM	E-Mail From justin Koelker		401425		
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Hello all,

I am working diligently to get the G509 unit installed in this car. The customer has changed their position about driving back home at this point. It is about noon time now, and they need to get back home. If the G509 does not fix the car, they will need to fly back home. Unfortunately as sympathetic as I was in my explanation, they have really lost faith in VW and the product. As you all know, we have made arrangements to get them on the road, taken further steps for diag and now the story has changed. VW should expect a call from the customer shortly. Someone from VW may want to call [REDACTED] and have a chat with him.

Justin Koelker

Service Manager of Prime Volkswagen

Work 207-283-2900

Office 207-571-5050

fax 207-284-8005

RCM to call the cusotmer.

PABSTM	08/03/2009 11:50:27 AM	Call To [REDACTED]				
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Customer states he doesn't mind waiting 3/4 hours for it happen. He has been told the computer unit is not operating properly, and he has 1300 miles to drive and doesn't want to be in the middle of nowhere. RCM advised wanting to get him home safe and his vehicle repaired properly, advised direct phone #, and that he prefers the car be sent to dealer 424122 directly. RCM to email multiple roles.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PABSTM 08/03/2009 12:16:04 PM E-Mail To SM, FOM, GFOM, RC, RCI 401425

Hello everyone,

I just spoke to the customer and advised the following:

- 1) Prime VW will work on the G509 repair and test drive for repair results
- 2) Prime VW will reimburse the customer for this past weekends' expenses, per previous \$400 authorization.
- 3) CUST will travel home in the one way rental he has arranged and send receipts to RCM for reimbursement.
- 4) Customer will call Roadside to set up claim for trip interruption for additional expenses, car rental, hotel, meals, etc.
- 5) Prime VW will finalize diagnosis and repair, with the G509 and or Mechatronic.
- 6) RCM and Prime will coordinate reunited vehicle to Dean Team VW, where it will arrive repaired or will need Repair with the mechatronic that is on order. (the customer has requested the vehicle be transported to the Kirkwood dealership, instead of his home address.

The customer has my direct line in case he needs anything along the way. I will be in communication with Maine and MO dealers as necessary.

Thank you everyone for your communications and support while we get this resolved.

Randy for your information:

Cell - [REDACTED]
 2009 Jetta TDI , in-service 8/25/08
 14,756 miles
 3VWCL71KX9M [REDACTED]

I am here 9-6 EST, please call me if you have any concerns.

Michele Pabst
 Eastern Region Case Manager
 RCM to take customer call.

PABSTM 08/03/2009 12:16:53 PM Call From [REDACTED]

Customer asked how he gets a car to drive when he gets home? RCM advised to rent a car, to submit all receipts to Roadside, and to call the RCM when he has his receipts totaled. RCM to wait update from dealer 401425.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/03/2009 12:26:28 PM	Voice Mail From mark watson				FOM LMTRMC. RCM to call FOM.
PABSTM	08/03/2009 12:26:55 PM	Voice Mail To mark watson				RCM LMTRMC. RCM to wait update from FOM or dealer 401425.
PABSTM	08/03/2009 12:37:55 PM	Call From skip Brownell		401425		QTM advised he will be at dealer 401425 on wednesday, 8/5/09 to assist with the temperature sensor repair, or for determining it is the mechatronic. RCM to wait field contact.
PABSTM	08/03/2009 02:37:42 PM	Call From GFOM - Steve Rufo				Can the dealer take the temp sensor out of a new car in stock? We can cover the double labor and any floor plan costs. Steven D. Rufo General Manager, Fixed Operations Volkswagen of America, Inc. Eastern Region 300 Tice Blvd. Woodcliff Lake, NJ 07677 United States of America Tel. + 1 201- 782-3360 Fax. +201 802-1661 mailto:steven.rufo@vw.com http://vw.com RCM to take call from FOM.
PABSTM	08/03/2009 02:38:17 PM	Return Call From mark watson				RCM advised dealer 401425 has the part in stock, and that the QTM is going to the dealer on Wednesday, 8/5/09 to do the repair, and that the customer is getting their one way rental and driving home. FOM advised we did the right thing for the customer at the right, time, given the information involved. RCM to email the GFOM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/03/2009 02:40:38 PM	E-Mail To gfom- Steve Rufo		401425		
<p>Hello Steve, Justin advised they have the part in stock, Skip advised he is going to Prime Wednesday, 8/5/09 for the repair, The customer is on his way home.</p> <p>Thank you for helping get this customers vehicle repaired. WE really appreciate it.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center RCM to wait field contact.</p>						
PABSTM	08/03/2009 02:41:30 PM	E-Mail From GFOM - Steve Rufo				
<p>OK, thanks</p> <p>Steven D. Rufo General Manager, Fixed Operations</p> <p>Volkswagen of America, Inc. Eastern Region 300 Tice Blvd. Woodcliff Lake, NJ 07677 United States of America Tel. + 1 201- 782-3360 Fax. +201 802-1661 mailto:steven.rufo@vw.com http://vw.com</p> <p>RCM to wait update from dealer 401425.</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>
PABSTM Michelle,	08/04/2009 09:16:46 AM	E-Mail From lucy heald				
<p>The best way to ensure things go smoothly, is to have the receipts sent here, placed in Listen, and then notify me once they are in Listen. I can pull the receipts and verify which ones qualify. They need to have itemized receipts for meals, no credit card stubs, as they do not identify the meal. Alcohol, tips and fuel are not reimbursable, this is why we need itemized receipts. The RO is also needed for TI.</p> <p>Thanks,</p> <p>Lucy RCM to retrieve email from QTM./</p>						
PABSTM Greetings,	08/04/2009 09:24:04 AM	E-Mail From skip brownell				
<p>I have scheduled myself to be at the dealer on 8/5 to assist with the repair of this vehicle. We will be replacing the transmission temperature sensor for the transmission.</p> <p>Michelle, I will contact you prior to leaving the dealership to verify that our repair was successful.</p> <p>Regards,</p> <p>Skip Brownell Quality Technical Manager Northeast Region Service and Quality Group</p> <p>RCM to wait contact from QTM.</p>						
PABSTM	08/05/2009 12:04:42 PM	Voice Mail From skip brownell				
<p>QTM advised the vehicle ws fixed with combo speed and temperature sensor, they are cleaning up and will be ready for transport tothe cusotemr, call him at [REDACTED] if necessary. RCM to call dealer 401425.</p>						

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

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

PABSTM 08/05/2009 01:53:51 PM E-Mail From mark watson

From: Justin Koelker <jkoelker@primemotorgroup.com>

To: Watson, Mark

Sent: Wed Aug 05 13:04:47 2009

Subject: RE: Mechatronics Needed for Stranded Customer in ME

██████████ called me at 9:15 last night to let me know they made it home. He returned the car this morning and because he made it in 2 days the price was reduced to \$550.

Justin Koelker

Service Manager of Prime Volkswagen

Work 207-283-2900

Office 207-571-5050

Cell ██████████

fax 207-284-8005

RCM to contact dealer 401425.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PABSTM	08/06/2009 11:18:36 AM	E-Mail From skip Brownell				
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Greetings,

Today I assisted dealer 401425 with the repair of the vehicle from Missouri, 2009 Jetta TDI, VIN 3VWCL71KX9M [REDACTED]

The vehicle was repaired successfully by replacing the transmission speed/temperature sensor part number 02E 927 321A. We drove the vehicle over 20 miles and rescanned the TCM to confirm the repair was successful.

The vehicle is ready to be picked up and reunited with the owner in Missouri.

Regards,

Skip Brownell
 Quality Technical Manager
 Northeast Region
 Service and Quality Group

Volkswagen Group of America, Inc
 3800 Hamlin Road
 Auburn Hills, MI 48326
 RCM to call dependable auto.

PABSTM	08/06/2009 11:20:54 AM	Call To Clint @ brian thomas				
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RCM advised of need to coordinate transport of vehicle from ME to MO. Other got the associate at Dependable Auto Transport (DAT) on the line. RCM to continue with DAT.

PABSTM	08/06/2009 11:25:39 AM	Continued Comment With Dan Powell				
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RCM advised needing to transport a Jetta from ME to MO, with a 5 day lead time, and the RCM will follow up with an email to DAT with the details. RCM to email DAT.

Note: Does 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

PABSTM 08/06/2009 11:44:05 AM E-Mail To DAT, SM, FOM, GFOM,SM 401425

Hello Dan,

Per our conversation, please arrange covered transport a VW customer. We do have a 5 day time frame on this request, allowing for a best rate of transport. Information below:

Customer/Vehicle: VIN: 3VWCL71KX9M [REDACTED] 2009 Silver Jetta TDI

[REDACTED] Louis, MO [REDACTED]

Cell : [REDACTED] Home: [REDACTED]

Starting Location: Prime VW
784 Portland Road
Saco, Maine, 04072
Contact: Service Manager Justin Koelker
Phone: 207-283-2900 Email: Jkoelker@primemotorgroup.com

End location: The Dean Team of Kirkwood (VW)
10205 Manchester Road
Kirkwood, MO 63122
Contact: Service Manager Randy Carson
Phone: 314-966-0303 Email: randycarson@deanteam.com

Please advise of rate and transport time frames. Thank you so much for your assistance.

Michele Pabst
Eastern Region Case Manager
VWoA Customer CARE Center
RCM to wait contact from transport company

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/06/2009 03:12:46 PM	E-Mail From Dan Powell - Dependable				
		Michele,				
		The cost of picking this unit up enclosed and taking it to Kirkwood, MO is \$ 3200.00 . It would be picked up on Sat and delivered on Mon. Maine is the most hardest routes. Plan and simple, not much freight in that area (state). I will be sending my truck from Ontario, Canada to pick this up. Please let me know ASAP. So I can persue picking this unit and delivering it on time.				
		Dan Powell Dependable Auto Transport RCM to input in transportation logistics for transport bid.				
WILLIAC2	08/06/2009 04:37:59 PM	FAX From [REDACTED]				
		Fax in doc center.				
PABSTM	08/07/2009 12:34:00 PM	Face-To-Face With Elaine Rostek				
		Supervisor advised to follow instructions from ES leadership and work directly with Dependable Auto Transport (DAT). RCM to email DAT.				
PABSTM	08/07/2009 12:35:30 PM	E-Mail To DAT - Dan Powell				
		Hello Dan, This is approved. Please let me know time details when they are available.				
		Thanks again.				
		Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309 Phone: 248-754-3324 RCM to contact Roadside associate.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	08/07/2009 12:36:08 PM	E-Mail To Lucy Heald				
						RCM advised first receipt has been received and RCM will contact the customer to see if there are and where are other expense receipts. RCM to call the customer.
PABSTM	08/07/2009 12:38:48 PM	Voice Mail To [REDACTED]				
						RCM LMTRMC, advised having received his letter and receipt, asked for the whereabouts of other receipts, as RCM can coordinate them, and to call direct line between 9-6, EST. RCM to wait customer call.
PABSTM	08/07/2009 12:49:00 PM	Return Call From dan powell - dependa				
						Other advised he has already coordinated with his Toronto office that the car should be picked up today or tomorrow, with arrival Sunday with delivery Monday morning, 8/1009. he has spoken to the Service Manager at dealer 401425 and will also communicate with dealer 4241222. RCM to email the dealers 401425 and 424122.

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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PABSTM	08/07/2009 01:12:53 PM	E-Mail To sm, FOM,GFOM,SM,RC,Rc	401425			
<p>Hello All, Per latest conversation with our transporter, Dependable Auto Transport, Their truck has left Toronto for the pickup in Maine, and will retrieve the Jetta tonight or in the morning, depending on arrival time.</p> <p>The truck and Jetta will arrive in Missouri Sunday, with delivery to the Dean Team in Kirkwood Monday morning.</p> <p>I will confirm with Randy when the car arrives Monday morning.</p> <p>Have a great weekend everyone. Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504</p> <p>michele.pabst@vw.com RCM to wait customer call.</p>						
PABSTM	08/07/2009 05:58:27 PM	Voice Mail From				
<p>Customer states he does have other receipts, he appreciates being able to send them all to the RCM, will do that once he completes usage of the rental car and asked when his car arrives back in town? RCM to cal the customer.</p>						
PABSTM	08/07/2009 06:00:40 PM	Call To				
<p>RCM advised the car should be picked up from daeler 401425 tonight or tomorrow morning, 8/8/09, and arrive in St. Louis monday morning, 8/10/09, and will touch base with dealer 424122 and then the customer, once delivery is confirmed. RCM to call dealer 424122.</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>
PABSTM	08/10/2009 09:23:00 AM	Call To Sue		424122		
	RCM Left message for the Service Manager at dealer 424122 to confirm arrival of car from Maine. RCM to wait call from dealer 424122.					
PABSTM	08/10/2009 09:32:22 AM	Call From Dan Powell - Dependable				
	Other advised the car arrived at dealer 424122. RCM to wait call from dealer 424122.					
PABSTM	08/10/2009 01:34:16 PM	Voice Mail From randy carson		424122		
	Service Manager at dealer 424122 advised he received the car from Maine and has contacted the customer to pick it up. RCM to call the customer.					
PABSTM	08/10/2009 07:16:30 PM	Call To [REDACTED]				
	Customer states his car is in his driveway, he will fire off the remainder of the receipts on 8/11/09. RCM to wait customer fax.					
PABSTM	08/11/2009 11:00:11 AM	E-Mail To SM - Justin Koelker & FOM 401425				
	Hello Justin, You'll be happy to know the customer picked up his Jetta from the St. Louis dealer yesterday, has and is faxing us his expense receipts and the situation is also complete. You'll also be happy to know that he sent us a 2 page letter last week with lots of praise for you personally, and how it was handled at your end. At your convenience, please have someone fax the RO to our fax #, 248-754-6504, to the attention of the case 90189189. WE need this in order to process his expense receipts against the trip interruption policy. Thank you, Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center RCM to wait faxes from customer and dealer 401425.					

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CUSTOMER COMMENT DETAIL REPORT
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PABSTM	08/11/2009 11:42:23 AM	E-Mail From justin Koelker		401425		
		Thank you. I just faxed his paper work. Justin Justin Koelker Service Manager of Prime Volkswagen Work 207-283-2900 Office 207-571-5050 Cell 207-467-0030 fax 207-284-8005 RCM to wait faxes.				
CAMILOM	08/11/2009 02:23:59 PM	FAX From [REDACTED]				
		Fax in doc center.				
CAMILOM	08/11/2009 03:44:03 PM	FAX From Justin K		401425		
		Fax in doc center.				
PABSTM	08/11/2009 04:16:29 PM	E-Mail To lucy heald				
		RCM advised RO from dealer 401425 and customer receipts have been received. RCM to process customer reimbursement.				
PABSTM	08/11/2009 04:19:22 PM	Note To ccc				
		CUST sent the following receipts and proof of payment: one night hotel stay \$158.46 fuel stops \$109.90 rental > \$500 \$ 52.85 total - \$321.21 RCM to confirm with Roadside associate.				

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

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

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PABSTM	08/11/2009 04:25:48 PM	E-Mail To lucy heald				<p>Hi Lucy, Truly sorry to bug you, never coordinated reimbursements with you or roadside before. Just want to confirm before I process my end, Roadside covers first \$500 of \$552.85 car rental bill. VW covers remainder of \$552.85 bill (\$52.85, plus whatever we cover for goodwill travel expenses)</p> <p>Thanks again.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504</p> <p>michele.pabst@vw.com</p> <p>RCM to wait associate review.</p>
PABSTM	08/12/2009 10:30:06 AM	E-Mail From Lucy Heald				<p>When a reimbursement is processed through me to roadside, it can always be quoted as 2 to 3 weeks before they receive a check from Cross Country. Normal processing is 4- 6 weeks when sent directly to roadside. RCM to call the customer.</p>
PABSTM	08/12/2009 11:28:06 AM	Call To [REDACTED]				<p>RCM advised having received the second fax with his travel expenses, the \$500 from Roadside is processed within 2-3 weeks, and the RCM has a question regarding the remaining expenses, will be out of the office at 1:00pm today, and will contact the customer again on 8/13/09. RCM to call the customer.</p>

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CUSTOMER COMMENT DETAIL REPORT
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PABSTM	08/13/2009 09:07:22 AM	Return Call From	[REDACTED]			
		RCM asked if the customer had any remaining travel receipts, particularly meals, as the RCM has received receipts for fuel and hotel. Customer advised no other receipts, no meal receipts. RCM advised typically we don't reimburse for fuel, we do reimburse for his meals, the expense for 2 days of meals would be a wash, therefore the RCM will reimburse for the fuel and hotel, the check will take 4-6 weeks, possibly sooner. RCM to process check.				
PABSTM	08/13/2009 09:57:55 AM	Note To ccc				
		3VWCL71KX9M [REDACTED] [REDACTED] reimburse customer 2 days driving expenses, after roadside claim, total = \$321/21, RCM to email the FOM.				
PABSTM	08/13/2009 10:03:17 AM	E-Mail To mark Watson				
		RCM advised of final status of customers concerns, customer has his car back and reimbursements are processed. No further action, waiting check.				
WILLIAC2	08/20/2009 10:23:01 AM	Note To CCC				
		Case has been escalated Exec. See case 90206482.				
MULLINT	08/20/2009 10:38:08 AM	Note To CCC				
		RCM to wait check.				
CR_BATCH	08/22/2009 04:00:34 AM	Note To PABSTM				
		Check # [REDACTED] for amount \$ 321.21 mailed on 08/21/2009				

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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>
2009 Jetta TDI [REDACTED]	090189406	Customer Relations	3VWRL71K29M [REDACTED]	130		Complaint 408278 Pr. Part: 3885-Mechatronics Pr. Rsn: 44E Stalling
ALEXANLA	08/03/2009 12:29:28 PM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); the vehicle will not move when pulling out into traffic; Customer is seeking/expecting for VW to take back the vehicle; working with Salesman Bill Molnar and Sales Manager Mark; this customer perceives this to be a premature failure; states just purchased vehicle on Thursday and on Friday while pulling out in the vehicle it would not move; states then the same thing happened again when leaving work that next day which was Saturday as when pulling out into the freeway the vehicle would not move and a Mac truck almost hit the back of him; states believes that it may be something with the transmission; states then vehicle was towed to Dealer 408278 where it is at now; states dealer has advised that this is a common concern that VW has been trying to address; states does not want to drive with his family in this vehicle. CO advised Customer that case will be assigned to RCM to further research however no promises on request can be made; seeking to know the best time of day for follow up. Customer states it doesn't matter. CO advised Customer that RCM will follow up by COB tomorrow 8/4. Customer acknowledged. Note as Customer just purchased vehicle on Thursday, CO could not pull up the information in the system meaning Customer information may not have been uploaded to the system from the dealer as of yet so CO added Customer into the system however Customer did not have the VIN. CO to assign case to RCM.						
ALEXANLA	08/03/2009 12:35:50 PM	Assigned To RCM				
Customer seeking for VW to take the vehicle back due to stalling concerns; call dealer to obtain the VIN and diagnosis information; call [REDACTED] RCM to research.						
HAWLEYD	08/03/2009 02:01:47 PM	Assigned To HAWLEYD				
Assigned for handling.						
HAWLEYD	08/03/2009 04:47:04 PM	Voice Mail To Bill Simmons		408278		
RCM LMTRMC. RCM provided customer name, direct line and reason for call. RCM waiting for service manager call back.						
HAWLEYD	08/04/2009 11:32:15 AM	Voice Mail From Bill Simmons		408278		
Service manager LVMM advising that they have never seen this customer. RCM to contact service manager.						

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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>
HAWLEYD	08/04/2009 11:37:16 AM	Call To Bill Simmons		408278		RCM LMTRMC. RCM advised that the customer states they are working with the sales department. RCM waiting for service manager call back.
MARASHS	08/04/2009 04:14:56 PM	E-Mail From [REDACTED]				Sent: Mon 8/3/2009 6:44 PM The Name: [REDACTED] The Email: [REDACTED] The Comment: I recently bought a vw jetta tdi on 7 30 2009 the very next day I had a problem with the transmission. While merging into traffic my car went into a false neutral and a trunk had to steer away from me almost hitting the back of me. On 8 01 2009 th
HAWLEYD	08/04/2009 04:26:42 PM	Call To Bill Simmons		408278		RCM LMTRMC. RCM provided direct line and seeking update. RCM waiting for service manager call back.
HAWLEYD	08/04/2009 04:28:58 PM	Call To [REDACTED]				RCM advised customer that this is a courtesy call in regard to his concerns with his vehicle. Customer states that he has a DSG transmission and the vehicle had what is called a false start. Customer states that it occurred twice and he is afraid for his families lives and especially his 6 year old. Customer states that he would just like to have the vehicle replaced. RCM advised that we will look into this for him but we cannot make any guarantees for him, however we will call him back by COB on Thursday 8/06/09. RCM to follow up.
HAWLEYD	08/05/2009 08:34:27 AM	Return Call From Bill Simmons		408278		Service manager advised that the vehicle needs a mechatronic unit and they have contacted the FOM in regard to this vehicle and the FOM is working on trying to assist the customer. RCM to e-mail FOM.
HAWLEYD	08/05/2009 09:15:27 AM	E-Mail To Karen				RCM sent e-mail to the FOM seeking to confirm she is aware of this vehicle. RCM waiting for FOM e-mail.
HAWLEYD	08/05/2009 09:53:46 AM	Call From Karen Riveros				FOM advised that she is working with the dealer and they are attempting to replace vehicle for this customer. RCM to contact customer and advised him that his point of contact will be the dealer as they have engaged the FOM. RCM to contact customer.

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CUSTOMER COMMENT DETAIL REPORT
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AMESM	08/06/2009 10:04:28 AM	Call To [REDACTED]				
RCM advised: have been in contact with Dealer 408278 and REP for Dealer; Dealer is going to be your best resource at this time; DP and REP are evaluating request; do not want to raise your expectations; will continue to follow up with all involved; will follow up on 8/11. CA to call FOM.						
HAWLEYD	08/11/2009 03:24:41 PM	Note To CCC				
Please note that there is no further follow up needed with the FOM in regard to this case. Please note that advocate AMES put a note in this case to follow up with FOM, per Audi policy. No further action.						
WILLIAC2	08/12/2009 11:20:34 AM	E-Mail From [REDACTED]				
I had my new jetta TDI less than 48 hours and it had to be towed back to the dealer. I almost was hit twice because the car goes into neutral by itself. This is a dangerous car and I dont want to own any VW period. I called several lawyers and they said I have a case to sue possibly for millions due to the fact this is known to VW and they sell the cars anyway. My life was and is on the line in this jetta. Please for my families sake let my out of mt contract. I dont want to DIE Ownr/Cntc talked to Amada at the dealership. Owner did not wish email id made public						
ZIEHMEC	08/12/2009 03:17:04 PM	Call To Raymond		408278		
Please note Service Manager on vacation. RCM advised Service Advisor of the customers concerns and what info RCM is seeking. Service Advisor states: still waiting for parts; in a loaner vehicle; no ETA yet. Please note it is not listed in the mechatronics spreadsheet anymore which means it should be close to arrival. RCM to call customer to move follow up date.						
MULLIGM	08/13/2009 01:44:20 PM	Call From [REDACTED]				
talk and typed by JHiddleson Customer states: waiting for return call; was told he would be contacted on Tuesday 08/11/09; Customer seeking: to follow up on case; CA advised: would transfer him to RCM; Customer states that he is at work and could not hold for transfer; CA to document case for RCM to follow up with Customer at [REDACTED] RCM to contact Customer						
HAWLEYD	08/13/2009 04:37:21 PM	Call To [REDACTED]				
RCM advised customer that the FOM was working with the dealer in regard to his request and that the dealer would be his point of contact. Customer states that the dealer is advising him that they will not replace his vehicle. Customer states that he is afraid to drive his vehicle and to put his family in it. RCM advised that we will follow up with the dealer and look into this for him. RCM advised that we will call him back by COB Friday 8/14/09. RCM to contact FOM.						

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HAWLEYD	08/14/2009 02:47:08 PM	Call To Karen Riveros				
	FOM advised that she was able to locate a 2010 Jetta TDI and to direct the customer back to the general manager Amanda, as they are going to do something for this customer. RCM to contact customer.					
HAWLEYD	08/14/2009 02:50:09 PM	Call To [REDACTED]				
	RCM advised that this is a courtesy call in regard to his concerns. Customer states that the general manager did contact him yesterday in regard to the replacement of the vehicle. RCM advised customer that the general manager will be his point of contact and she will provide him the details. Customer states that he feels much better today than he did the other day in regard to this					
[REDACTED]	090189804	Customer Relations	3VWCL71K69M [REDACTED]	35,000		
ZEHELD	08/03/2009 07:13:21 PM	Call From Roger		420129		
	Service Advisor advised seeking to know how to cover the rental vehicle as mechatronics repairs are being finished up. RCM advised rental for mechatronic should be claimed under warranty. No further action.					
[REDACTED]	090190656	Recovery	3VWCL71K99M [REDACTED]			
ZIEHMEC	08/04/2009 11:57:34 AM	Note To CCC				
	RCM to send e-mail 401084					
ZIEHMEC	08/04/2009 01:45:29 PM	Note To CCC				
	No further action.					

inquiry 420129
 Pr. Part: 3511-Mechatronic
 Pr. Rsn: 33R Dealer Calling In

inquiry 401084
 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

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2009 Jetta TDI [REDACTED]	090190724	Recovery	3VWCL71K19M [REDACTED]			
ZIEHMEC	08/04/2009 12:41:24 PM	Note To ccc				
RCM to e-mail dealer 402655						
						<hr/> Inquiry 402655 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Inquiry 402651 Rsn: 79G General Inquiry <hr/> Complaint 402655 Rsn: 85J Treatment by Personnel

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

09/23/2009

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NARDONP	08/04/2009 12:59:49 PM	E-Mail To Joey		402655		

Joey/Gary,

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): 3VWCL71K19M [REDACTED]
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 402655 email.

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NARDONP	08/06/2009 08:56:59 AM	E-Mail From Joey		402655		
						Customer is not in a rental/loaner, no Goodwill has been offered, and Customer has been told mid to end of August for ETA on the part. RCM to assign to CA. RCM to assign to CA.
NARDONP	08/06/2009 08:57:21 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 03:17:01 PM	Call To Joey		402655		
						Service Manager states part has not arrived and Customer name is [REDACTED] @ [REDACTED]. CA to call customer.
MANNAE	08/07/2009 11:28:23 AM	Call To [REDACTED]				
						CO spoke with customer and apologized for her inconvenience as we have been made aware of her concerns with part on order. Customer states she is so unhappy with service she has received at 402655 and even went to a Honda dealership to trade for a Honda Civic Hybrid and SP advised her to go to 402651 because he didn't want her to get rid of a vehicle she loved, states once repairs are completed she is happy, seeking part to be sent to 402651. CO advised will review her request and follow up with customer by COB Monday 8-10-09. CO to escalate to RCM.
MANNAE	08/07/2009 11:33:12 AM	Assigned To RCM-Central				
						Customer stated complaint towards 402655 and seeking part to be shipped to 402651 when arrives. Please e-mail dealer.
NARDONP	08/07/2009 11:39:20 AM	Assigned To NARDONP				

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NARDONP	08/10/2009 11:08:22 AM	Call To Mark Maly		402655		
<p>RCM advised Customer was seeking to have the mechatronics unit shipped to Dealer 402651 once it arrives. Service Manager states that may be possible but there could be a mark up if it was shipped to Dealer 402651; Service Manager wants to know if there is a reason Customer was seeking to have the part shipped to Dealer 402651. RCM advised was not sure but it may be more convenient for Customer to get to Dealer 402651. Service Manager states the part actually did arrive and they were going to contact the Customer to set something up; Service Manager will contact Customer as soon as he gets off the phone with Customer and see if he can work something out to either get the vehicle back to Dealer 402655 for the repairs or if they can work something out to ship the part to Dealer 402651. RCM to call Customer.</p>						
MANNAE	08/10/2009 04:15:06 PM	Call To Mark		402655		
<p>Service Manager states he called customer and advised he was the new Fixed Operations Manager and would like to assist customer directly, states customer wasn't happy and stated she would like her part shipped to 402651, concerns are when customer originally came to dealership her rims were damaged due to outside influence, and were not warranted, has vibration concerns and is stating concerns are being misdiagnosed and doesn't want to work with dealership 402655 anymore, has contacted Jose at 402651 and left a message if they want to purchase part or do their own diagnosis and order part. CA to review.</p>						
NARDONP	08/10/2009 04:36:56 PM	Call To Matt		402651		
<p>RCM advised seeking to speak with Service Manager. Service Advisor states Service Manager is not in today. RCM advised seeking to accommodate Customer with getting a part shipped from Dealer 402655 to Dealer 402651. Service Advisor states he did speak with Customer today and he is familiar with her situation; he knows she has a mechatronics unit that has arrived at Dealer 402655 and she is seeking to have the vehicle repaired with Dealer 402651; Dealer 402655 is not that far from Dealer 402651 and since the repair is warranty, he does not see a problem with getting the part and doing the repairs. RCM advised spoke with Service Manager at Dealer 402655 earlier today and he mentioned there may be some up charge or fee along with shipping the part to Dealer 402651. Service Advisor states he is not aware of that especially since the repair is warranty. RCM advised would like Service Advisor to contact Service Manager at Dealer 402655 to see what can be done to get that part shipped to Dealer 402651 and RCM will cover any additional charges to do so. Service Advisor states he will call Service Manager to make the arrangements to get the part and Dealer 402651 should be able to complete the repairs. RCM to follow up.</p>						
MANNAE	08/10/2009 04:45:09 PM	Voice Mail To [REDACTED]				
<p>CA left message advising we have spoken to 402655 and once part arrives they will be shipping part to 402651, advised dealership 402651 will contact customer once part comes in, invited customer to call 800-444-8982 with any questions. RCM to wait dealer 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>
MANNAE	08/11/2009 04:30:36 PM	Note To ccc				
[REDACTED]	090190735	Recovery	3VWCL71K09M [REDACTED]			
ZIEHMEC	08/04/2009 12:46:51 PM	Note To CCC RCM to e-mail dealer 403128				inquiry 403128 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 01:37:16 PM	Note To CCC No further action.				

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2009 Jetta Wolfsburg Edition						
[REDACTED]	090197483	Customer Relations	3VWRA71K89M [REDACTED]	6,000		
JARAMIV	08/10/2009 06:01:42 PM	Call From [REDACTED]				
	Customer states: supposed to pick up new vehicle tomorrow; signed all papers; put 12,00 down; 4th VW; 1999 Jetta totaled; in rental from accident; supposed to turn in rental today and pick up new vehicle tomorrow; Dealer 408123 now says vehicle will not be ready until Friday due to a transmission issue; Customer wants VW to pay for loaner until new vehicle ready as has not vehicle and accident rental up; going on vacation Friday with family and wanted to be in new VW; loves VW; concerned about new vehicle having transmission concern; Dealer demo vehicle; afraid Dealer not disclosing all vehicle history and possible other vehicle concerns. Customer seeking: VW to pay for rental as new vehicle promised tomorrow and already down until Friday due to transmission concern. Customer states: negotiated to stay in current rental until Friday but must have VW rental before goes on vacation if vehicle not ready on Friday; Dealer did say may cover rental if vehicle not ready by Friday. Customer seeking: VW to work with Dealer to ensure new vehicle works properly and Customer in rental until vehicle ready. CO advised: will have RCM contact Customer by COB August 11th at [REDACTED] to ensure customer satisfaction with new vehicle and VW, cannot make any promises to if will meet expectations. CO to escalate to RCM.					<hr/> Inquiry 408123 Pr. Part: 3435-Transmission Pr. Rsn: 36A Rental/Loaner <hr/> Complaint 408123 Part: 3885-Mechatronics Rsn: T07 Auto/Hybrid - Gearshift hard to operate <hr/> Complaint 408123 Part: 3435-Transmission Rsn: 94J Dissatisfied w/Dealer Decision
JARAMIV	08/10/2009 06:09:33 PM	Assigned To unassigned				
	Customer seeking: VW to pay for rental as new vehicle promised tomorrow and already down until Friday due to transmission concern. Customer states: negotiated to stay in current rental until Friday but must have VW rental before goes on vacation if vehicle not ready on Friday; Dealer did say may cover rental if vehicle not ready by Friday. Customer seeking: VW to work with Dealer to ensure new vehicle works properly and Customer in rental until vehicle ready. Please contact Customer by COB August 11th at [REDACTED] (anytime). RCM to review.					
EDWARDAM	08/11/2009 08:03:45 AM	Assigned To EDWARDAM				
EDWARDAM	08/11/2009 09:44:17 AM	Voice Mail To Mark Porcillo			408123	
	RCM LMTRMC. RCM advised seeking assistance with locating the Customer's VIN #; was not gathered from Customer; their seeking VW to follow up on transmission concerns their new vehicle is having; not sure what year vehicle this is except possibly a Jetta; any information Service Manager may know about this case would greatly help RCM. RCM to wait Dealer 408123 call.					
EDWARDAM	08/11/2009 09:54:45 AM	Voice Mail From Mark Porcillo			408123	
	SM LVMM. RCM to call Dealer 408123.					

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EDWARDAM	08/11/2009 09:55:03 AM	Call To Mark Porcillo		408123		Service Manager advised is aware of this case; this was their demo vehicle that their salesman sold to the Customer; the sales person came to him with the gears flashing and jumping concerns; it needs a mechatronics unit in it; why they sold this to the Customer he does not know; the salesman was looking for a loaner for this Customer which he doesn't have any and they should have pulled this vehicle from their inventory because it's been down already 14 days needing a mechatronics unit; now Customer is upset because of the sales person mistake; will inform Sales Manager of this information as well; VIN 3VWRA71K89M [REDACTED] will have Sales Manager contact RCM. RCM to research.
EDWARDAM	08/11/2009 10:26:59 AM	Face-To-Face With Heather Ries				RCM advised of Customer's case and what is taking place; apparently Customer did purchase this vehicle, but it's now going to be down for 2 months waiting for a mechatronics unit and the Customer is wanting either a rental or loaner vehicle at this point; seeking if the VIN can be applied to the Customer's information since they have purchased it. Supervisor advised to add the VIN since they have purchased it; would contact field to ensure they are made aware of this since the vehicle will be down for 2 months. RCM to contact Dealer 408123 sales.
EDWARDAM	08/11/2009 11:59:00 AM	Voice Mail To Rick Holmberg		408123		RCM LMTRMC. RCM advised seeking to discuss this case with him to ensure he is aware of this and seeking what they are also willing to do since the vehicle is needing a mechatronic unit that may take 2 months to arrive; will need to contact field on this but would like this information first. RCM to wait Dealer 408123 call.
EDWARDAM	08/11/2009 12:22:16 PM	Return Call From Rick Homlberg		408123		Sales Manager advised he was just speaking with Service Manager about this case; this is their demo vehicle and the only Wolfsburg they have which the Customer bought cheap too; the sales person went to put it in the shop for the delivery inspection to be prepped to find it was acting up; service now found it's needing this unit; seems this has gotten bigger than they expected. RCM advised the mechatronics unit can take 6-8 weeks to come in since it's a VIN specific made component. Sales Manager advised he was not aware of that; they tried to get him into another vehicle, but he only wants the 2.0T Wolfsburg; he has only signed the buyers order so he has not taken delivery of it yet; he's currently paying for the rental vehicle he is in right now because his last vehicle died on him so he was trying to find another vehicle in the meantime. RCM advised did not know that either; will have to contact field. Sales Manager advised SOM is on vacation this week too. RCM advised will contact FOM on his advice and contact both of them with the information provide. RCM to contact field.

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EDWARDAM	08/11/2009 02:54:59 PM	Call From Juergen Pietsch				(FOM contacted RCM on another Customer case) RCM advised doesn't really know what to do for this Customer's case; wanted to make him aware of this; this is a demo vehicle with Dealer 408123; the Customer has signed the Buyer's order, but while it was being prepped for delivery Dealer found it needs a mechatronic unit; Dealer has sold this vehicle to the Customer, but he has not taken delivery of it; the Customer is now paying for a rental vehicle currently because he doesn't have a vehicle; he is aware of his vehicle being down for repairs and is seeking a loaner vehicle or a rental he is not paying for; seeking FOM's advice on this as RCM has spoken with both Service and Sales Managers on this one and SOM is on vacation. FOM advised they may need to give the Customer his money back or he may be able to locate a transmission to be replaced since waiting on a mechatronic will take some time; will contact Dealer and follow up with RCM. RCM to wait field contact.
EDWARDAM	08/11/2009 03:41:45 PM	Voice Mail From Juergen Pietsch				FOM LVMM. FOM advised spoke with Dealer 408123 and seeking call back to discuss. RCM to call FOM.
EDWARDAM	08/11/2009 03:42:33 PM	Voice Mail To Juergen Pietsch				RCM LMTRMC. RCM to wait field contact.
EDWARDAM	08/11/2009 03:53:41 PM	Return Call From Juergen Pietsch				FOM advised the vehicle has to be placed in service in order for them to do anything under warranty since it doesn't have an in-service date, but has 6K miles on it; has authorized a transmission replacement which should take a couple of days to come in from California; Service Manager will take care of the rental vehicle the Customer is in; would recommend for RCM not to go into detail on this as this is between the Dealer and Customer from this point. RCM to follow up with Customer.
EDWARDAM	08/11/2009 04:33:54 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised spoke with Service Manager and Sales Manager on his case; they have on order transmission which is coming from California at this time; we will assist with covering his rental vehicle and if it takes longer than Friday, then Dealer will be able to assist him from there; any further questions or concerns to let RCM know. RCM to wait Customer call.

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EDWARDAM	08/12/2009 04:58:44 PM	Call To Mark Porcillo		408123		RCM advised seeking if we have spoken with Customer about his case and if there is an ETA on the his part too for the transmission. Service Manager advised there is a concern with that because since the paperwork hasn't gone through and they don't have an in-service date, he cannot generate an Repair Order to order the part until this is done; we can't submit anything under warranty until this is done; the Customer wants this vehicle and only a demo because of the good deal he is getting on it so he doesn't want to budge out of it; will update RCM in the morning to seek if sale paperwork went through. RCM to wait Customer call.
EDWARDAM	08/13/2009 05:18:48 PM	Call To Mark Porcillo		408123		(Please note call was made earlier in day, but notes did not save) RCM advised the in-service date is showing up now. Service Manager advised can open Repair Order then and have parts on order. RCM to follow up on repairs.
EDWARDAM	08/17/2009 09:22:56 AM	Voice Mail To Mark Porcillo		408123		RCM LMTRMC. RCM advised seeking to ensure in-service date was able to be seen and seeking if there is an ETA on the parts. RCM to wait Dealer 408123 call.
EDWARDAM	08/17/2009 09:28:43 AM	Return Call From Mark Porcillo		408123		SM advised the mechatronics unit did arrive this morning with the rest of the one's they have been waiting for; this unit was on order since about the 4th of July so they took the transmission off order for this. RCM advised has not heard back from Customer or sales on this so isn't sure if the sale went through. RCM to follow up with customer.
EDWARDAM	08/17/2009 12:17:14 PM	Voice Mail For [REDACTED]				RCM LVMM. RCM advised the parts Dealer 408123 was waiting for has arrived and they should have vehicle completed within the next few days; hope Dealer was able to assist him as we understood he was purchasing this vehicle; if there is any further assistance or questions we have he is welcome to contact CCC; provided CCC phone number and reference number. No Further Action.

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2009 Jetta TDI						
[REDACTED]	090198558	Customer Relations	3VWAL71K39M	[REDACTED]		Complaint 408117 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
ABDULAM	08/11/2009 03:00:57 PM	Call To Peter		408117		Complaint 408117 Rsn: 88J Vehicle Condition After Repair
Service Manager states Customer just purchased vehicle and brought it back 2 days later, and has been down since, part ordered 8/6, no ETA, Customer is in a loaner. FOM was involved and advised Service Manager to contact RCM for assistance, Customer contact number is [REDACTED] or [REDACTED] CO to call Customer.						
EDWARDAM	08/11/2009 05:05:44 PM	Face-To-Face With Eva				Inquiry 408117 Part: 3885-Mechatronics Rsn: 55J Outbound
CO advised seeking recommendation on case since FOM referred Service Manager to RCM for assistance. RCM advised to contact Customer to seek his concerns currently and how upset he may be; offer a vehicle payment if he will be paying on the vehicle, if he is not paying on it, to offer \$100 gift or services. CO to follow up with Customer.						
MANNAE	08/11/2009 05:14:38 PM	Call To [REDACTED]				Suggestion 408117 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
Customer states just purchased vehicle brand new and took to dealership twice, first time was Monday and then again Thursday and hasn't seen vehicle since, states his wife very upset and hopes repairs are going to be completed soon, states 8 years ago he purchased a 2001 Jetta and had same problems had to bring vehicle back to dealership with 124 miles with ignition coil concerns, states payments are not through VW Credit, also offered customer \$100.00 to go out to dinner, advised customer to make it fair once vehicle repairs are completed we can compensate him vehicle payment for days down. Customer states it's better to speak with his wife and to call back in an hour. CO advised will be happy to call customer back. CO to call customer.						
Suggestion 408117 Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 71B Other Cust. Sat. Service						
Complaint 408117 Rsn: 62J Treatment by Personnel						

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MANNAE	08/11/2009 06:42:13 PM	Call To	[REDACTED]			
<p>CO spoke with customer advised I was following up to apologize for any inconvenience, advised dealership 408117 has made us aware of her concerns and I would like to offer customer \$100.00 to go out to dinner, also advised to make it fair to customer once repairs are completed we can offer to compensate customer for vehicle payment for down town, if vehicle is repaired sooner will offer customer one month vehicle payment for her experience, advised this is not an experience we want for our customer. Customer states she will accept our offer, states when they bought the vehicle the sales manager pulled her over and told her there was a recall on the vehicle and they couldn't sign off on vehicle, she could either keep vehicle to have it completed or bring it back on Monday 8-3-09 to verify concerns, previously owned another VW two years ago and wanted to get the Jetta Wagon TDI and they were not available. CO advised don't show any open campaigns on vehicle, can only advise when they were doing the vehicle inspection before the sale of the vehicle and were able to verify concerns and that maybe why they couldn't sign off on vehicle, advised will follow up with customer by COB Friday 8-14-09 at about same time being customer is at work 8-5 to see if at that time I can provide ETA on part as being part is made specific for vehicle it could take 6-8 weeks, advised will receive \$100.00 check within 7-10 business days. CO to reassign to RCM.</p>						
MANNAE	08/11/2009 06:48:54 PM	Assigned To	ccc			
<p>Please generate check for \$100.00 for dinner, can we see if dealership can provide us ETA on part. CO to wait check.</p>						
EDWARDAM	08/12/2009 08:01:09 AM	Assigned To	EDWARDAM			
MULLIGM	08/12/2009 09:12:11 AM	Call From	[REDACTED]			
<p>**Talk & Type by Janette Marrero** Customer states: wanted to speak to RCM backup. CA advised: that RCM will be following up with her by COB 8/14/09; CA offered assistance; Customer states: she feels that Dealer 408117 was not being honest with her; as they first advised there was a recall on the vehicle; which there is not; dealer advised her that they had repaired the vehicle; vehicle was not repaired because there was no part available; dealer first advised her 1 week then advised her 6-8 weeks; dissatisfied with loaner vehicle; dealer scratched vehicle; seeking another vehicle; CA advised: will note customer request; may not be able to meet that expectations; RCM will follow up by COB 8/14/09; Wait for check.</p>						

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EDWARDAM	08/12/2009 09:34:32 AM	Note To check request				
	3VWAL71K39M					, VW to provide dinner gift due to waiting for mechatronics unit so early in ownership. Total = \$100.00
						RCM to contact field.
EDWARDAM	08/12/2009 09:46:58 AM	E-Mail To Anthony Martinez				
						RCM sent urgent customer case due to Customer now requesting for another vehicle be provided and is needing a mechatronics unit; parts ordered 8/6, dissatisfied with loaner vehicle provided, and Dealer has scratched the customer vehicle as well; seeking if there is any additional action he would like to take on this customers case. RCM to wait field contact.
EDWARDAM	08/14/2009 10:27:52 AM	Voice Mail To Anthony Martinez				
						RCM LMTRMC. RCM to wait field contact.
EDWARDAM	08/14/2009 12:21:39 PM	Voice Mail From Anthony Martinez				
						FOM LVMM. RCM to call FOM.
EDWARDAM	08/14/2009 12:22:14 PM	Call To Anthony Martinez				
						FOM advised there is no TDI's anywhere to trade her out of it; it's 3-5 months waiting on a factory waiting list at this point; the best remedy would be to repair the vehicle; will have to find out the order # to see if he can do a remedy on it from Dealer 408117; will call back on parts. RCM to wait field contact.
EDWARDAM	08/14/2009 12:46:56 PM	Voice Mail From Anthony Martinez				
						FOM LVMM. RCM to call FOM.

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EDWARDAM	08/14/2009 12:48:07 PM	E-Mail From Anthony Martinez				
		Good day,				
		Confirmation of voice mail that I just left you. The part for this vehicle arrived at the dealership today. Service is aware that it has arrived, Pete Girardi is off today, but I will be at the dealership this Monday to make sure that they start working on the vehicle.				
		Regards,				
		Anthony				
		RCM to call FOM.				
EDWARDAM	08/14/2009 12:48:42 PM	Call To Anthony Martinez				
		FOM advised the Dealer received 3 mechatronics unit today and one of them is actually the customers; will be there Monday to ensure it's being installed. RCM to review with CO.				
EDWARDAM	08/14/2009 12:51:55 PM	Face-To-Face With Eva				
		RCM advised FOM spoke with Dealer 408117 who got the mechatronics unit in today; FOM will be there Monday to ensure its installed and she should get vehicle back by middle of next week; we will continue to work within the terms of the warranty, but to offer a vehicle payment due to early ownership concerns. RCM to reassign case.				
EDWARDAM	08/14/2009 12:54:00 PM	Assigned To MANNNAE				
MANNNAE	08/14/2009 06:14:30 PM	Voice Mail To [REDACTED]				
		CO LMTRMC, advised will try to call customer again in another hour. CO to call customer.				
YOUNGLI	08/14/2009 07:10:21 PM	Return Call From [REDACTED]				
		Customer stated, she is seeking to speak to CO, she just called. CA advised, can transfer Customer. CA to call the CO.				

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YOUNGLI	08/14/2009 07:12:34 PM	Call To Eva Manna				CO not available, CA to return to Customer.
YOUNGLI	08/14/2009 07:13:54 PM	Return To [REDACTED]				CA advised, CO is not currently available, can advised for CO to call Customer back before COB 8/17. Customer stated, CO message advised, she would call Customer back before COB today. CA advised, notes did state that, so will note for CO to follow up, before COB 8/14.
MANNAE	08/14/2009 07:21:34 PM	Call To [REDACTED]				CO advised have spoken with dealership and understand through VW representative that part has arrived, advised VW representative will be out at dealership on Monday to ensure repairs are getting completed and hope to have vehicle back to customer by middle of next week. Customer states rental was suppose to be returned Thursday 8:30 am, left message for sales manager to call her back and he had someone from service call her to advise to go ahead and keep rental and they were expecting part before 8-21-09, and he won't contact her till then. CO advised that is the information we had also, but part has arrived, advised to also fax copy of vehicle payment and we can send a check in the amount of one month payment to customer, advised will follow up with customer by COB 8-18-09. CO to follow up 8-18-09.
MARASHS	08/17/2009 02:35:40 PM	FAX From Shelley Marashai				
MARASHS	08/17/2009 02:36:00 PM	Assigned To EDWARDAM				
EDWARDAM	08/17/2009 02:56:52 PM	Note To check request				3VWAL71K39M [REDACTED] [REDACTED] VW to provide one month's vehicle payment due to lengthy time waiting for mechatronics unit. Total = \$356.79 RCM to follow up with Dealer 408117.
EDWARDAM	08/17/2009 04:37:37 PM	Return Call From Anthony Martinez				FOM advised just left Dealer 408117; they part is in and the vehicle is completed ready for pick up. RCM advised was have already compensated \$100 for dinner and are providing a vehicle payment as well. RCM to assign to CO.

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EDWARDAM	08/17/2009 04:38:51 PM	Assigned To MANNAE				
	FOM confirmed vehicle is completed, ready for pick up; \$100 dinner gift and vehicle payment are both pending; should receive 4-6 weeks.					
MANNAE	08/18/2009 06:32:43 PM	Call To [REDACTED]				
	CO followed up with customer and apologized for miscommunication on dinner check, advised can take 2 to 4 weeks to receive, advised have spoken with VW representative and he advised vehicle was repaired and inquiring if cusotmer picked up vehicle. Customer states she has not received a call from dealership 408117, husband stayed home all day today just in case they called, states she did have a scratch on the vehicle while dealership was trying to figure out turbo concerns. CO advised wondering if dealership was repairing scratch and waiting for all repairs to be completed before calling customer, advised will follow up with dealership and if able to speak with dealership today will call customer by COB today, otherwise will have my backup call her tomorrow. CO to review.					
MANNAE	08/18/2009 06:35:10 PM	Face-To-Face With Amanda				
	RCM states will follow up with dealership tomorrow as they are closed and will follow up with customer. RCM to call dealer 408117.					
GIROUXS	08/19/2009 11:12:32 AM	Call From [REDACTED]				
	Customer states: seeking to know what's going on with vehicle; Eva advised yesterday that dealer stated car was done, but Customer has not heard anything from dealer!; Eva said she'd look into it. CA advised: sees that Eva advised someone will call customer by COB today, that still stands; we are still looking into this, but customer is more than welcome to call dealer if she'd like to find out status of vehicle. Customer states: didn't want to call dealer and get in the way with whatever CARE is doing. CA advised someone will call customer by EOB today and customer can wait until then. Customer thanked. RCM to call dealer.					
EDWARDAM	08/19/2009 11:54:57 AM	Call To Peter		408117		
	RCM advised seeking if the Customer's vehicle is completed as FOM confirmed mechatronic unit was done. Service Manager advised they scratched her vehicle so it's been at the body shop being repaired; it should be completed by the latest tomorrow as their just waiting for it to get back from the body shop. RCM to follow up with Customer.					

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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	08/19/2009 05:51:04 PM	Call To	██████████			<p>RCM advised is following up on her case on behalf of CO that has been handling it; did speak with Dealer 408117 Service Manager today who advised they did complete the mechatronic unit installation, and her vehicle has been at the body shop repairing the scratch. Customer states can't believe that; they took it in on the 6th for it to go into the body shop so they could fix the scratch, but then the unit was needed so it has been sitting there from 8/6-8/17 with nothing being done; is so furious with Dealer as they have just lied to them constantly; they won't call them either; they have purchased many vehicle's from them too from 5 Chevy's to other VW's too; they won't ever go back to them for anything and will tell everyone that; they explained to her that oil changes and tire rotations are covered on the life of the vehicle or under warranty and seeking if this is correct. RCM advised her vehicle does have the carefree maintenance. Customer states seeking if this could be done with any VW Dealer. RCM advised yes it can. Customer states seeking how she can find out another Dealer in her area. RCM advised she can go on VW.com to locate one; RCM advised sees Dealer 408316 would be the closest one, but may have to check into that depending where she lives; we will contact Dealer 408117 tomorrow to confirm her vehicle is completed and follow up with her to let her know. RCM to follow up 8/20.</p>
CR_BATCH	08/20/2009 04:00:18 AM	Note To EDWARDAM				<p>Check # 70929085 for amount \$ 100.00 mailed on 08/19/2009</p>
EDWARDAM	08/20/2009 02:33:18 PM	Voice Mail To Peter		408117		<p>RCM LMTRMC. RCM advised seeking if her vehicle is completed. RCM to wait Dealer 408117 call.</p>
EDWARDAM	08/20/2009 02:49:52 PM	Return Call From Pete		408117		<p>Service Manager advised the vehicle is completed and cleaned ready for pick up; they did call them at home and have LVMM for them. RCM to follow up with Customer.</p>

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

09/23/2009

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

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

EDWARDAM 08/20/2009 05:50:59 PM Call To [REDACTED]

RCM advised seeking if she was able to get her vehicle. Customer states she was, but it didn't stop there; after speaking with RCM last night she called Dealer 408117 herself; the receptionist told her that service was closed so she asked for a manager; they gave her the General Manager Fred DeRise; he was not aware of her concerns at all on what was going on with her vehicle and also said service was still there in a meeting; she explained the whole situation to him and just wants her vehicle back; he said he would pull the Service Manager to resolve this and would call back; he did call her back like he said and explained the Service Manager would contact her as soon as her vehicle was completed; she received a call at 10:40 this morning; her and her husband went to pick up the vehicle where once of the service guys were there waiting for them; then he goes to say they would be getting a survey and hope they score all 10's; she couldn't believe he said that to her; she then replied why she would do that; the DP then claimed it was not their fault her vehicle was down waiting for parts; she then confronted him it wasn't her fault period and asked whose fault it was for the scratch on her car; the DP then gave her the keys so she finally left; she then found her vehicle was empty of gas and they managed to put 40 miles on her brand new vehicle; she is happy to finally get her vehicle back, but will never go back to this Dealer again; hopes she won't have any more issues with this vehicle either; also when she purchased the vehicle it only had 13 miles on it and also they mailed her the tags instead of putting it on her vehicle since they still had it. RCM advised would document all of this and will ensure its forwarded in the right direction. No Further Action.

CR_BATCH 08/22/2009 04:00:29 AM Note To EDWARDAM
Check # [REDACTED] for amount \$ 356.79 mailed on 08/21/2009

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>
2009 Jetta TDI [REDACTED]	090199930	Customer Relations	3VWRL81K89M [REDACTED]	9,000		
SHEARDA	08/12/2009 05:16:21 PM	Call From [REDACTED]				
Customer states that his vehicle is at dealer 426004 as the part needed to repair the vehicle is on back order and there is no ETA; Customer does not have the VIN and that information he is providing is not coming up. CO advised that CO like to call dealer 426004 for the VIN. CO to call dealer 426004.						Complaint 426004 Pr. Part: 3726-Transmission speed sensor Pr. Rsn: E21 Engine lacks power in stop/go driving
SHEARDA	08/12/2009 05:34:00 PM	Call To Brad		426004		
CO advised Service Advisor that CO was calling for the VIN. Service Advisor advised of 3VWRL81K89M [REDACTED] CO to return to the customer.						Complaint 426004 Part: 3726-Transmission speed sensor Rsn: 36A Rental/Loaner
SHEARDA	08/12/2009 05:36:00 PM	Return To [REDACTED]		426004		
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned one vehicle(s); has a spare parts warranty; Customer states while driving the vehicle lost power, states that the engine was still going but the vehicle would not move; Customer is seeking/expecting to know if the vehicle could be taken to another dealer as dealer 426004 does not provide loaners or for us to cover the cost of the rental; this customer perceives this to be a premature failure; Customer states that his dealer would provide a loaner and dealer 426004 has advised that the rental will cost \$30 a day. CO advised customer that Roadside will not tow the vehicle free to another VW dealer and he does call them he will have to pay for the tow; advised customer of our rental parameters and the he will have to submit the Repair Order, rental receipt and proof of payment for possible reimbursement; advised that the process can take from four to six weeks once we receive the information. CO advised of the reference number, and advised customer to call us back of the part has not arrived by next Friday. No further action pending customer call back.						
SHEARDA	08/12/2009 05:48:12 PM	Note To CCC				
After further review CO is going to call customer to advise that because of the nature of his concerns CO is going to assign his case to a RCM who will evaluate and follow up with the customer on Thurs., 08/13/2009 before the close of business on his cell. CO to call customer.						
SHEARDA	08/12/2009 05:51:45 PM	Voice Mail To [REDACTED]				
CO LVMM; advising that because of the nature of his concerns CO is going to assign his case to a RCM who will evaluate and follow up with the customer on Thurs., 08/13/2009 before the close of business on his cell. CO to assign to the RCM to evaluate.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SHEARDA	08/12/2009 05:53:19 PM	Assigned To CCC				
Customer states while driving the vehicle lost power, states that the engine was still going however the vehicle would not go, states that dealer 426004 has advised that the part, transmission speed sensor is on back order. Customer was seeking a rental at no cost or to have his vehicle towed to his dealer. RCM to evaluate and follow up with the customer on his cell, [REDACTED] RCM to evaluate.						
ZEHELD	08/12/2009 06:06:18 PM	Assigned To ZEHELD				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	08/12/2009 06:09:51 PM	E-Mail To Ron Van De Kraats		426004		

***** Email to ronv@hanselauto.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

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

Customer Name: [REDACTED]

Model Year/Model: 2009 Jetta

VIN: 3VWRL81K89M [REDACTED]

Reason for Inquiry:

Customer states while driving the vehicle lost power, states that the engine was still going however the vehicle would not go, states that dealer 426004 has advised that the part, transmission speed sensor is on back order.

Customer was seeking a rental at no cost or to have his vehicle towed to his dealer.

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

And provide the following information on the backorder part:

Part number:

Sales Document number:

Order date:

Order Type (red/stock/daily):

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.

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

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

<u>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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Darrell Zehel
(248) 754-3653

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

RCM to wait DLR 426004 e-mail.

ZEHELD	08/12/2009 07:25:07 PM	E-Mail From Ron Van De Kraats	426004
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Mix-up, we'll put him in a car.

RCM to e-mail Dealer 426004.

ZEHELD	08/12/2009 07:26:08 PM	E-Mail To Ron Van De Kraats	426004
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Thanks Ron --

Are the parts on backorder? If so, customer is request we research in to it.

Can I get the following info:

Part number:

Sales Document number:

Order date:

Order Type (red/stock/daily):

RCM to wait Dealer 426004 e-mail.

ZEHELD	08/12/2009 07:46:19 PM	E-Mail From Ron Van De Kraats	426004
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Yep, we should have an ETA tomorrow.

RCM to call Customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZEHELD	08/13/2009 07:19:14 PM	Voice Mail To	[REDACTED]			RCM LVMM; advised spoke with Service Manager about concerns; understands Dealer 426004 made a mistake and should be putting Customer in a rental/loaner; Dealer 426004 should be able to provide Customer with an ETA for when the part will be available; call Dealer 426004 or CCC for any further concerns; will be sending BBB to arrive in 7-10 business days. RCM to assign to Correspondence.
ZEHELD	08/13/2009 07:20:56 PM	Assigned To ccc				Correspondence to send BBB for vehicle concerns.
BICKMAD	08/14/2009 06:39:07 AM	Assigned To DELANDG				
DELANDG	08/18/2009 03:03:39 PM	Mail To	[REDACTED]			Letter has been generated, sent to Customer, and can be viewed in the Doc Center. CA to reassign.
DELANDG	08/18/2009 03:04:58 PM	Assigned To ZEHELD				Letter has been sent to Customer. RCM to review and close.
ZEHELD	08/18/2009 03:48:51 PM	Note To ccc				RCM reviewed and closed. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Audi A3 3.2 Quattro						
[REDACTED]	060277809	Audi Loyalty	WAUKD78P57A [REDACTED]	5,419		Unknown 401A15 Pr. Part: 4440-Tire Pr. Rsn: 65A Monroney Label
MILZA	08/03/2006 03:55:01 PM					
	Call Customer regarding tires on vehicle.					
MILZA	08/09/2006 03:58:35 PM	Call To [REDACTED]				Unknown 401A15 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
	CA advised due to error on part of AoA, vehicle was delivered with performance tires rather than all-season tires. Customer advised was not aware of this. CA apologized for error and advised Customer has the option of keeping the performance tires or having all-season tires installed at no cost. CA inquired if Customer is familiar with the differences in performance capabilities of performance and all-season tires. Customer advised no. CA advised of the differences in performance capabilities of each type of tire. Customer states needs to think about this and then inquired what CA's "gut feeling" is. CA advised if CA is speaking strictly as a consumer, CA would want the assurance that comes with all-season tires during winter driving conditions. CA stressed, however, that this decision lies with Customer and suggested Customer take into consideration the type of winter weather that occurs in his area. Customer thanked for call and advised will call CA back with his decision. Customer inquired if an exchange of tires would be done at no charge. CA advised yes. CA advised would call Customer's servicing dealership and make arrangements to have all-season tires installed. Customer states ordered a license plate holder for vehicle and states process of obtaining it was a "nightmare." CA advised should Customer choose to have all-season tires installed, CA will do everything in CA's power to ensure this is done as quickly and efficiently as possible. Customer thanked. CA to wait Customer return call. When Customer calls, please inquire if CA is available and transfer Customer. Thank you.					
MILZA	08/21/2006 03:56:43 PM	Voice Mail To [REDACTED] Altenhoff				
	LMTRMC regarding tires on vehicle. CA to wait Customer call.					
MILZA	08/30/2006 02:31:41 PM					
	CA to send no-contact letter to Customer.					
MILZA	08/30/2006 02:38:29 PM					
	CA formatted no-contact letter and forwarded for signing. No further action pending return call from Customer.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WILLIAA1	12/01/2006 01:32:41 PM	Call From	[REDACTED]			Customer called stating he bought a 2007 A3 and received a call stating the wrong tires were put on the vehicle. Customer states he could not have the tires exchanged because he was leaving the country. Customer states Associate told him to call when he got back in the country. Customer states he contacted Dealer 401A15 and Dealer told him to call AoA. CA asked Customer to call while CA researched. CA to have face-to-face with Associate.
WILLIAA1	12/01/2006 01:36:24 PM	Face-To-Face With Amy				CA had face-to-face with Associate. Associate states called Customer months ago and will have to research. Associate advised CA to tell Customer will call back no later than next Tuesday, December 5th. CA to return to Customer.
WILLIAA1	12/01/2006 01:37:57 PM	Return From	[REDACTED]			CA returned to owner. CA advised Associate has to research and will call Customer no later than Tuesday. Customer states he would like return call to [REDACTED] 5593. Associate to call Customer.
MILZA	12/01/2006 02:39:07 PM	E-Mail To Chris Bokich				CA inquired if Customer can still have all-season tires installed by Dealer 401A15. CA to wait reply.
MILZA	12/01/2006 02:39:36 PM	E-Mail From Chris Bokich				Associate advised tire swap can be performed, advised CA to have Dealer 401A15 contact Dealer Tire. Associate advised Dealer 401A15 will have to pay for tires up front and then AoA will reimburse Dealer 401A15 via the dealer's parts account. CA sent reply thanking. CA to call Dealer 401A15.
MILZA	12/01/2006 02:49:36 PM	Call To Todd in Parts dept.		401A15		CA requested that DP from Dealer 401A15 place order for Continental pro all-season tires for Customer vehicle. DP from Dealer 401A15 completed order online and advised tires should be delivered to dealership by next Monday afternoon, 12/04/06. CA thanked, advised will contact Dealer 401A15 service department next Monday morning to advise Customer will be bringing vehicle in for tire swap, advised will contact Customer to advise order for tires has been placed. CA advised AoA will reimburse dealer parts account for cost of tires and will reimburse mounting and balancing costs as well. DP acknowledged and thanked. CA to call Customer.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	12/01/2006 02:55:10 PM	Voice Mail To	[REDACTED]			CA LVMM advising is aware Customer contacted CR earlier today. CA advised has contacted Dealer 401A15 and requested that order for all-season tires be placed. CA advised tires should arrive at Dealer 401A15 by next Monday afternoon, 12/04/06. CA advised will call Dealer 401A15 to confirm tires have arrived and will call Customer as well to advise. CA provided Winback number and advised Customer to call if Customer has any questions or wants to call to confirm receipt of this message. CA to call Dealer 401A15 to verify tires have arrived.
EDWARDF	12/04/2006 01:00:50 PM	Call From	[REDACTED]			Customer requesting to speak with associate. Ca transfer call.
MILZA	12/04/2006 01:10:26 PM	Call From	[REDACTED]			CA inquired if Customer received CA's VM regarding tires. Customer advised yes and advised is calling to thank CA for her assistance. CA advised it is CA's pleasure. CA advised will call Dealer 401A15 today to confirm tires have arrived and will call Customer to advise. Customer states not able to take vehicle in to have tires installed until next week so a call back is not necessary today. Customer inquired if there is a contact person at Dealer 401A15 regarding tire installation. CA advised will contact service department ahead to advise a set of tires has arrived for vehicle and to alert personnel that Customer will be scheduling an appointment to have tires installed. Customer inquired if there is a mailing address or email address to which Customer can send a letter of thanks, also inquired name of CA's supervisor. CA thanked Customer for his compliment. CA advised will provide information to Customer when CA follows up regarding tires. Customer thanked. CA to call Dealer 401A15 to confirm tires have arrived.
MILZA	12/04/2006 01:17:23 PM	Voice Mail To Aaron			401A15	CA LVMM stating calling to advise that Customer will be bringing vehicle in to have all-season tires installed. CA advised tires are scheduled to arrive at Dealer 401A15 today. CA advised AoA will cover cost of mounting and balancing of tires. CA provided direct line and requested that Service Manager call when installation is completed, advised will gather necessary information from Service Manager and submit that information directly to warranty department for reimbursement. CA provided last 8 of VIN and Customer's last name. CA to call Dealer 401A15 parts department.
MILZA	12/04/2006 01:21:05 PM	Call To Doug in Parts dept.			401A15	CA inquired if tires have arrived. DP from Dealer 401A15 advised tires arrived about ten minutes ago. CA thanked. CA to call Customer.

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AUDI OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	12/04/2006 01:23:50 PM	Call To [REDACTED]				CA advised tires have arrived and will be waiting for Customer when Customer brings vehicle in. CA advised also LVMM for Service Manager of Dealer 401A15 to advise Customer will be bringing vehicle in sometime next week to have tires installed. Customer thanked. CA to set follow up date to call Dealer 401A15 to inquire if tire exchange has been completed.
MILZA	12/13/2006 10:41:28 AM	Voice Mail From Todd		401A15		In VM left at 2:37 p.m. on 12/12/06, Parts Manager from Dealer 401A15 advised Customer brought vehicle to dealership on 12/12/06 for tire exchange. Parts Manager inquired if Dealer 401A15 will receive credit from Dealer Tire for tires, advised Warranty director inquired what ops codes to use for tire exchange. Parts Manager requested return call at 781-234-2005. CA to call Dealer 401A15.
MILZA	12/13/2006 10:44:50 AM	Call To did not get name		401A15		CA requested to speak with Parts Manager Todd and was advised he will be in around 2 p.m. today. CA thanked and advised will call back. CA to call Dealer 401A15.
MILZA	12/13/2006 02:11:31 PM	Call To Todd		401A15		CA advised Dealer 401A15 will have to pay for tires initially and then AoA will credit dealer's parts account. Parts Manager from Dealer 401A15 advised replaced five tires as Customer vehicle has the full-size spare, advised cost of tires was 114.35 per tire. Parts Manager also provided Repair Order# 39316 and mileage 2754 for mounting/balancing reimbursement. CA advised will forward information to appropriate internal personnel for reimbursement. Parts Manager from Dealer 401A15 thanked. CA to contact Warranty department and Associate.
MILZA	12/13/2006 02:18:51 PM	E-Mail To Angel Selak				CA provided VIN, dealer code, Repair Order number and vehicle mileage and advised Warranty to reimburse Dealer 401A15 for mounting and balancing of all-season tires. CA to e-mail Associate.
MILZA	12/13/2006 02:22:49 PM	E-Mail To Chris Bokich				CA advised Dealer 401A15 replaced five tires, not four, provided cost per tire and requested that Associate forward this information to all relevant parties. No further action.
MILZA	12/13/2006 02:56:36 PM	E-Mail From Chris Bokich				Associate advised vehicle has a mini spare and inquired if CA can speak with dealer personnel regarding how many tires were ordered for vehicle.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	12/13/2006 02:57:47 PM	E-Mail To Chris Bokich				
	CA advised will contact Dealer 401A15 service manager to discuss. CA to call Dealer 401A15.					
MILZA	12/13/2006 03:01:18 PM	Call To Aaron		401A15		
	LMTRMC. CA provided last 8 of VIN. CA explained that vehicle was delivered incorrectly equipped with performance tires. CA advised AoA made arrangements with Dealer Tire to provide, if Customer wished, four all-season tires to replace the performance tires. CA advised spoke with DP Todd today and he advised that he ordered five tires. CA advised Customer vehicle has a mini spare, not a full-size spare, and so CA is confused as to why five tires were ordered. CA advised it is possible CA misunderstood DP Todd and requested that Service Manager look into this and then contact CA. CA to wait Dealer 401A15.					
MILZA	12/14/2006 11:31:36 AM	Voice Mail From Aaron		401A15		
	In VM received 12/13/06 at 4:01 p.m., Service Manager of Dealer 401A15 advised information provided to CA by Parts Manager of Dealer 401A15 was incorrect, advised this was "an error in communication" on the part of the Parts Manager, advised four tires were replaced on vehicle, not five. Service Manager from Dealer 401A15 advised CA to call with any additional questions. CA to email Associate.					
MILZA	12/14/2006 11:46:34 AM	E-Mail To Chris Bokich				
	CA advised of information provided by Service Manager of Dealer 401A15, also advised of total cost of tires purchased by Dealer 401A15. No further action.					
MILZA	05/22/2007 01:36:48 PM					
	CA to contact Customer to advise that due to oversight, AoA needs to upgrade vehicle tires to those with the correct load rating. CA to apologize for error and for inconvenience, and will advise that upgrade will be done free of charge, CA will assist with scheduling appointment, and CA will contact servicing dealership and have tires ordered.					
MILZA	05/23/2007 01:22:45 PM	Voice Mail To [REDACTED]				
	CA LVMM advising calling regarding tires on vehicle. CA reminded Customer of previous contact regarding tires. CA apologized that CA has to contact Customer again, advised tires that were provided do not have the correct load rating and AoA will upgrade the existing tires to all-season tires that have the correct load rating. CA advised this will be done at no cost to Customer, and CA will assist with setting up appointment for installation. CA requested return call to discuss and provided Loyalty number and CA's office hours. CA to wait Customer call.					

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	05/23/2007 03:54:16 PM	Call From	[REDACTED]			<p>CA thanked Customer for return call. CA apologized and advised due to error, all-season tires that were provided to Customer previously do not have the correct load and AoA would like to upgrade Customer tires to those with correct load rating. Customer inquired significance of load rating. CA advised load rating indicates maximum load tires can support at rated speed and inflation. CA advised load rating becomes more significant and more important the more passengers and cargo the vehicle carries. CA advised if Customer does not regularly carry heavy loads in vehicle, it is likely the tires have not approached point where tires may fail. CA advised AoA wants to ensure vehicle is properly equipped. Customer states so CA would recommend that Customer upgrade to these tires as Customer's wife and young child ride in vehicle. CA advised yes and reiterated that AoA wants to ensure vehicle is properly equipped. CA advised tires will be provided at no cost and CA will schedule installation appointment for Customer. Customer advised is taking vehicle to Dealer 401A15 tomorrow to have MIL concern diagnosed and inquired if new tires would be available then. CA apologized and advised no, advised takes at least 48 hours for tires to arrive from time of order. CA inquired if an appointment within the next week or so can be accommodated. Customer advised 05/29/07, 05/30/07, or 05/31/07 would work with schedule. Customer inquired if tires can be installed by Dealer 401A22 (Audi of Brookline) as this dealer is closer. CA advised Dealer 401A22 could perform installation. Customer advised would need loaner. CA advised will call and inquire if Dealer 401A22 can accommodate this request. Customer then advised CA he will just have the tires installed by Dealer 401A15. CA advised will call to schedule appointment and will advise Customer of time and date, and availability of loaner. Customer thanked. CA to call Dealer 401A15.</p>
MILZA	05/23/2007 04:05:50 PM	Category Selection				

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>
MILZA	05/24/2007 10:36:02 AM	Call To Kristin (svc), Todd (parts)	401A15			CA spoke with Service Advisor Kristin and advised needs to schedule appointment for Customer to have new set of tires installed, inquired what is available next week. Service Advisor from Dealer 401A15 advised any day next week except holiday is fine. CA requested appointment for Wednesday 05/30/07, inquired if Customer can drop off vehicle early in the morning and have a loaner vehicle. Service Advisor advised can provide loaner and advised dealership opens at 7 a.m. CA requested drop off time of between 8 and 9 a.m. Service Advisor advised has scheduled appointment and will provide loaner. CA thanked and requested transfer to Parts. CA advised DP Todd that AoA will replace tires on Customer vehicle and requested that DP order set of all-season tires with specifications 225/45 R17 94H XL, advised Dealer Tire carries Conti Pro Contact and Pirelli P6 Four Seasons. CA advised Customer did not express a preference and advised DP to order Continentals if they are available as current tires are also Continentals. CA inquired when tires will arrive. DP advised he may have these tires in stock, advised if not tires should arrive later this afternoon. CA thanked and advised has already scheduled appointment for Customer for 05/30/07. CA advised AoA will pay for tires and for mounting and balancing, provided special service program number A332 and advised this claim code can be used for tires and for mounting and balancing, advised claim can be submitted just like any other warranty claim. CA provided direct line and advised DP to call or have service personnel call with any questions. CA to call Customer.
MILZA	05/24/2007 10:48:25 AM	Call From Todd in Parts	401A15			DP inquired if spare will be replaced as well. CA requested to place DP on hold to inquire. DP agreed to hold. CA to speak with Supervisor.
MILZA	05/24/2007 10:49:18 AM	Face-To-Face With Amanda				Supervisor advised AoA will replace four tires, advised spare tire provided at time of purchase would not have been a performance tire and would be suitable for use until a Customer could purchase a new tire. CA thanked. CA to return to DP.
MILZA	05/24/2007 10:50:23 AM	Return To Todd	401A15			CA advised AoA will replace four tires. DP from Dealer 401A15 acknowledged and thanked. CA to call Customer.
MILZA	05/24/2007 10:53:03 AM	Call To [REDACTED]				CA advised of appointment scheduled for tire installation. CA advised tires may arrive today. Customer reminded CA that vehicle is at Dealer 401A15 today. CA advised will call Customer's service advisor immediately to advise if tires do arrive today, to have Service Advisor install the tires as well. CA advised will call Customer back to advise. Customer thanked, advised Service Advisor is John Bolling, service advisor number 874, phone number [REDACTED] CA to call Dealer 401A15.

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

AUDI OF AMERICA, INC.
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MILZA	05/24/2007 10:57:37 AM	Voice Mail To John Bolling		401A15		LMTRMC. CA advised AoA is replacing vehicle tires and CA contacted Parts to place tire order. CA advised was advised tires may arrive today. CA inquired if tires do arrive today, can they be installed? CA requested return call to advise. CA to wait Dealer 401A15 call.
MILZA	05/24/2007 11:01:49 AM	Call From John		401A15		Service Advisor advised if tires come in today, they can be installed. Service Advisor advised will call CA later today to advise if tires were installed or if they were not installed. CA thanked. CA to call Customer.
MILZA	05/24/2007 11:03:23 AM	Call To [REDACTED]				CA LVMM advising spoke with Service Advisor and Service Advisor advised if tires come in today, they will be installed. CA advised Service Advisor will check with Parts department later today to see if tires have arrived. CA advised requested that Service Advisor contact CA to advise whether or not the tires will be installed today, and advised should tires be installed, CA will contact Dealer 401A15 to have 05/30/07 appointment cancelled. CA provided Loyalty number and advised Customer to call with any questions. CA to wait Dealer 401A15 call to advise regarding tires.
MILZA	05/24/2007 04:28:44 PM	Call To John		401A15		CA requested that Service Advisor check specifications on tires to ensure tires are XL rated. Service Advisor placed CA on hold, returned, and advised the letters "XL" are not on tires but the words "extra load" are. CA advised that is fine and thanked. CA to follow up with Customer.
MILZA	05/24/2007 04:50:06 PM	E-Mail From Amanda Keepes				Supervisor requested SKU number of tires delivered to Dealer 401A15. CA sent reply stating will research and advise. CA to call Dealer 401A15.
MILZA	05/24/2007 04:53:46 PM	Voice Mail To Todd in Parts		401A15		LMTRMC. CA requested SKU number for tires DP ordered today for Customer. CA provided direct line. CA to wait Dealer 401A15 call.
MILZA	05/25/2007 10:00:08 AM	Voice Mail From Todd in Parts		401A15		DP from Dealer 401A15 advised SKU number for tires is 0352842. DP also advised repair order appears to be closed, indicating all repairs are complete. CA to e-mail Supervisor.

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MILZA	05/25/2007 10:01:28 AM	E-Mail To Amanda				CA provided SKU number.
KEEPASA	05/25/2007 11:12:00 AM	E-Mail To Russell Guss				Emailed SKU.
JOSHUAD	05/25/2007 12:34:01 PM	Call From [REDACTED]				Customer seeking to speak with CA who left message for him. CA advised customer I would transfer. Ca to transfer customer.
JOSHUAD	05/25/2007 12:34:58 PM	Transfer To Amy Milz				
MILZA	05/25/2007 12:37:11 PM	Call From [REDACTED]				Customer advised tires have been installed and thanked CA for her assistance with tire replacement. Customer advised is now having a concern with vehicle, advised when Customer is on an incline and puts vehicle into gear, vehicle drops into gear very hard. Customer states Dealer 401A15 tested vehicle and found it to be operating to manufacturer's specifications. Customer states his salesperson drove vehicle and experienced the concern, but stated he had not previously driven a vehicle with the DSG gearbox before. Customer states is returning to Dealer 401A15 and will have a technician drive with Customer so that technician can experience concern. Customer states his fear is that he will be told vehicle is operating to manufacturer's specifications, advised Customer does not believe what he is experiencing is normal for this vehicle. CA apologized for concern and advised a good first step is to have a technician ride in vehicle to experience the concern. CA advised will follow up with Dealer 401A15 later today for diagnosis. CA advised depending upon diagnosis, other technical resources can be engaged to assist with addressing concern. Customer thanked. CA to call Dealer 401A15.
MILZA	05/25/2007 01:16:39 PM	Voice Mail To John			401A15	LMTRMC. CA requested Repair Order number for tire installation, as well as vehicle mileage. CA also advised Customer is returning to dealership today, advised Customer stated the vehicle is shifting into gear very hard. CA advised does not know if Service Advisor will be Customer's service advisor for this concern but wanted to alert Service Advisor to this nonetheless. CA to wait Dealer 401A15 call.

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MILZA	05/25/2007 03:11:47 PM	Call From John			401A15	Service Advisor from Dealer 401A15 advised Repair Order number for tire installation is 45373, vehicle mileage 5,419. Service Advisor from Dealer 401A15 advised cause of MIL concern was a loose fuel cap. Service Advisor from Dealer 401A15 advised Customer returned to dealership today with a transmission shifting concern. Service Advisor advised technical support has been contacted, advised technicians have experienced concern but there are no codes stored in the vehicle. Service Advisor from Dealer 401A15 advised Customer was offered a 2006 MY loaner vehicle but Customer declined stating he has another vehicle to use and did not want to deprive Dealer 401A15 of one of their loaner vehicles. CA thanked for information, advised will follow up with Service Advisor next Wednesday or Thursday for update on diagnosis. Service Advisor advised hopes to have heard back from technical support by then. CA to call Dealer 401A15.
MILZA	05/25/2007 03:18:29 PM	E-Mail To Amanda			401A15	CA advised Repair Order number and vehicle mileage for tire installation are in file notes.
KEEPASA	05/25/2007 03:27:54 PM	E-Mail To Angel Selak, Al Broome				Emailed warranty the following: VIN: WAUKD78P57A [REDACTED] 401A15, RO 45373, mileage 5,419 is the only completed one so far.
MILZA	05/30/2007 10:34:33 AM	Voice Mail To John Bolling			401A15	LMTRMC. CA provided Customer name and last 8 of VIN. CA requested update on diagnosis of transmission shifting concern. CA to wait Dealer 401A15 call.
MILZA	05/31/2007 12:45:37 PM	Voice Mail From John			401A15	Service Advisor from Dealer 401A15 advised Tech Line has ordered a transmission memory module for vehicle, advised part should arrive any day and may arrive tomorrow. Service Advisor from Dealer 401A15 advised has spoken with Customer twice today, advised Customer is "fine." Service Advisor from Dealer 401A15 advised will update CA when part has been installed and vehicle tested. Service Advisor from Dealer 401A15 advised if CA has any questions, please call [REDACTED] CA to wait update from Dealer 401A15.

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MILZA	06/05/2007 05:01:31 PM	Call To John Bolling		401A15		Service Advisor from Dealer 401A15 advised part has not yet come in and advised Parts personnel are having difficulty obtaining information as to when part will ship. Service Advisor from Dealer 401A15 advised he has been told that part is in production, advised does not know if this means the part is being made or if part is being coded. Service Advisor from Dealer 401A15 advised spoke with Customer yesterday and Customer is very understanding, advised Customer stated he knows the dealer is doing everything they can to obtain part and address concern. CA inquired if Service Advisor can provide part number and sales doc number, advised will try to obtain more concrete information regarding part. Service Advisor from Dealer 401A15 advised would appreciate that. Service Advisor advised Parts department may be closed for the day and inquired if he can call CA tomorrow morning. CA verified that Service Advisor has CA's direct line and advised will be in office beginning at 9 a.m. Service Advisor from Dealer 401A15 advised will call CA tomorrow. CA thanked. CA to wait Dealer 401A15 call.
MILZA	06/06/2007 10:56:30 AM	Voice Mail From John		401A15		Service Advisor from Dealer 401A15 provided part number 02E 325 ADZ 67 and sales doc number 1003687297, advised part is mechatronics unit for transmission. CA to research.
MILZA	06/06/2007 11:22:16 AM	E-Mail To Parts specialist				CA provided part number, sales doc number, dealer code, and approximate shipping date and inquired if part has shipped yet. CA to wait reply.
MILZA	06/06/2007 12:56:44 PM	E-Mail From Robynne				Parts specialist advised part has not shipped yet. CA to continue to monitor part order.
MILZA	06/07/2007 04:02:51 PM	E-Mail To Parts specialist				CA inquired if status of order has changed. CA to wait reply.
MILZA	06/08/2007 09:25:19 AM	E-Mail From Lindsay				Parts specialist advised Germany recently received stock of mechatrons, and Parts associate expects orders to start shipping early next week. CA to call Dealer 401A15.

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MILZA	06/08/2007 03:29:54 PM	Voice Mail To John		401A15		CA advised of latest update regarding part. CA advised has been informed by Parts associates that Germany has received a supply of this part and it is expected that orders will start shipping early next week. CA advised will continue to monitor order, and will call Service Advisor with a shipping date if CA obtains one. CA advised if Service Advisor has any questions, please call and provided direct line. CA to monitor part order.
MILZA	06/12/2007 02:59:30 PM	Voice Mail To John Bolling		401A15		LMTRMC. CA provided Customer name and last 8 of VIN. CA inquired if part has arrived yet. CA to wait Dealer 401A15 call.
MILZA	06/12/2007 03:55:45 PM	Voice Mail From John		401A15		Service Advisor from Dealer 401A15 advised part has not arrived yet, advised will let CA know when part arrives and requested that CA call if CA obtains any information. CA to research part order.
MILZA	06/13/2007 12:45:24 PM	E-Mail To Parts specialist				CA provided part number, sales doc number and dealer code and inquired if part has shipped yet. (Note: CA noticed several orders for part on Critical Alert list have shipped.) CA to wait reply.
MILZA	06/13/2007 05:14:24 PM	E-Mail From Lindsay				Parts specialist advised Germany has received stock of mechatrons and orders are expected to begin to ship by the end of this week. CA to monitor part order.
MALEARL	06/15/2007 03:46:59 PM	Call From [REDACTED]				Customer stated that he was seeking to speak with original CA. CA advised that CA would check to see if original CA was available. CA to speak with Winback Advocate.
MALEARL	06/15/2007 03:47:36 PM	Call To Amy Milz				CA advised that Customer was seeking to speak with original CA. Associate advised CA to transfer Customer to Associate for handling. CA to return to Customer.
MALEARL	06/15/2007 03:48:38 PM	Return To [REDACTED]				CA advised that original CA was available, and that CA would transfer the Customer to original CA. CA to transfer Customer.

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MALEARL	06/15/2007 03:49:03 PM	Transfer To Amy Milz				
		CA transferred Customer to original CA. Original CA to speak with Customer.				
MILZA	06/15/2007 03:51:14 PM	Call From [REDACTED]				
		CA advised is monitoring part order. CA advised latest information CA has is that part will ship at the end of this week or early next week. CA advised part is a VIN-specific part, which CA explained means that after the part is manufactured, it must be coded to each vehicle. CA advised this coding process adds a number of days to the overall time it takes for part to ship. CA advised will continue to monitor part order, and will send an e-mail to Parts associate today inquiring if there is any update. CA advised will update Customer as soon as CA has any additional information. Customer thanked. Customer states has been fortunate that Customer has been able to drive a friend's vehicle, but advised is not sure if Customer can have use of this vehicle for another week. CA advised should Customer feel he cannot borrow on his friend's generosity, CA knows Dealer 401A15 would provide a loaner to Customer as soon as they have one available. Customer inquired if AoA "does anything" for a customer in this circumstance, "like a t-shirt or a pen." CA advised can research this but is unable to guarantee anything. Customer advised CA to "not go crazy," but states appreciates that CA will research. CA to e-mail parts specialist.				
MILZA	06/15/2007 04:07:46 PM	E-Mail To Parts specialist Lindsay				
		CA inquired if part has shipped. CA to wait reply.				
MILZA	06/18/2007 01:53:55 PM	E-Mail From Lindsay				
		In e-mail dated 06/15/07 and time-stamped 6:39 p.m., Parts specialist advised order is processing and shipped either on Friday, 06/15/07, or Monday 06/18/07. CA to call Dealer 401A15 and Customer.				
MILZA	06/19/2007 01:04:13 PM	Voice Mail From John		401A15		
		In VM received at 7:50 a.m. on 06/19/07, Service Advisor from Dealer 401A15 inquired status of part delivery, also advised Customer has been patient but has expressed concern that Customer will have to wait another month for a part should another concern occur with vehicle. CA to call Dealer 401A15 and Customer.				
MILZA	06/19/2007 01:11:13 PM	Call To John		401A15		
		CA advised part shipped either last Friday 06/15/07 or Monday 06/18/07, advised part may arrive at end of this week. CA advised will call Customer to advise and, should Customer raise concern of future wait time for parts, CA will advise that many parts for vehicle do not require the coding that this part requires. Service Advisor from Dealer 401A15 stated he advised Customer not to expect concerns with vehicle. CA thanked. Service Advisor advised will contact CA when repairs have been completed. CA to call Customer.				

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MILZA	06/19/2007 01:15:33 PM	Call To	[REDACTED]			CA advised part has shipped, advised part should arrive at Dealer 401A15 by beginning of next week at the very latest. CA advised will contact Customer once vehicle has been returned to ensure all is well. CA advised is also continuing to research Customer request for small compensation. Customer thanked for call. CA to e-mail Supervisor.
MILZA	06/19/2007 01:17:46 PM	E-Mail To Amanda				Advised of Customer request for small gift due to wait time for part. CA to wait reply.
MILZA	06/20/2007 10:37:18 AM	E-Mail From Amanda				Supervisor advised CA can send gift to Customer or contact AASM. CA sent reply thanking. CA to contact AASM.
MILZA	06/20/2007 10:45:58 AM	E-Mail To Jorgen Weikert				CA provided VIN, mileage, part required to address concern, and servicing dealer. CA advised of date repair order was opened and approximate shipping date for part. CA advised Customer requested a small gift as compensation and inquired if AoA could meet this request. CA to wait reply.
MILZA	06/20/2007 05:10:19 PM	E-Mail From Jorgen Weikert				AASM advised he will speak with Service Manager of Dealer 401A15 and have Customer pick out something from the Accessories catalog. CA sent reply thanking. CA to follow up with Customer upon return of vehicle to ensure all is well and that Customer has been given opportunity to select item from Accessories catalog.
MILZA	06/20/2007 05:13:25 PM	E-Mail From Jorgen Weikert				AASM copied CA on e-mail sent to Service Manager of Dealer 401A15. AASM advised Service Manager to take care of Customer and to submit accessory on a separate line under goodwill.
MILZA	06/26/2007 04:42:00 PM	Voice Mail To John			401A15	LMTRMC. CA inquired if part has arrived. CA to wait Dealer 401A15 call.

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MILZA	06/26/2007 04:58:24 PM	Voice Mail From John		401A15		
	Service Advisor from Dealer 401A15 advised part arrived on Friday 06/22/07, arrived it took some time to properly code part to vehicle and repairs were completed yesterday, 06/25/07. Service Advisor from Dealer 401A15 advised Customer will pick up vehicle later this week. Service Advisor from Dealer 401A15 thanked CA for assistance with part. CA to follow up with Customer, to ensure vehicle is operating to satisfaction and that Service Manager has spoken with Customer regarding gifting of accessories, per AASM.					
MILZA	06/29/2007 01:41:12 PM	Call To [REDACTED]				
	CA advised was informed by Service Advisor of Dealer 401A15 that Customer would pick up vehicle sometime this week and inquired if Customer has had opportunity to pick up vehicle. Customer advised is picking up vehicle tomorrow. CA advised contacted field representative regarding Customer request for accessories, and advised that Service Manager of Dealer 401A15 has been asked to speak with Customer directly about this. CA advised Customer to speak with Service Manager regarding this as well. Customer thanked. No further action.					
MILZA	07/10/2007 10:45:21 AM	Voice Mail From John		401A15		
	Service Advisor from Dealer 401A15 advised vehicle has been returned to Customer and Customer is very pleased, advised Customer will also be receiving accessories but has yet to select what he wants. Service Advisor from Dealer 401A15 advised Customer contacted Service Advisor to complain that Customer is receiving daily phone calls asking about service received from Dealer 401A15. Service Advisor from Dealer 401A15 advised Customer stated that he was very pleased with service but is still getting calls every day and would like these calls to stop. Service Advisor from Dealer 401A15 inquired if CA can assist with resolving this concern and thanked CA in advance for her efforts. CA to research.					
MILZA	07/10/2007 10:56:04 AM	Face-To-Face With Brad Dean, inform				
	CA advised Customer continues to receive survey calls regarding recent service performed by Dealer 401A15. CA inquired how CA can assist with resolving this concern. Associate advised will forward CA contact information for our supplier for CLC issues. CA thanked.					
MILZA	07/10/2007 10:57:53 AM	E-Mail From Brad				
	Information Manager forwarded contact information for Synovate. CA to contact Synovate.					

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MILZA	07/10/2007 11:05:02 AM	E-Mail To Tyson Baird/Synovate				CA advised Customer is receiving daily phone calls regarding service provided by Dealer 401A15 despite having already completed survey, and Customer would like these calls to cease. CA inquired if Other can assist with resolving. CA to wait reply.
MILZA	07/10/2007 02:00:38 PM	E-Mail From Tyson Baird, Synovate				Other advised has researched concern and advised it appears Customer was contacted twice on 07/07/07 for service performed on 07/03/07. Other advised second call placed on 07/07/07 was to complete the survey. Other advised Customer was contacted four times in June for a 05/25/07 service, but Customer could not be reached to complete survey for that service. Other advised Customer is no longer in dialer, as once a Customer completes a survey, the Customer's record is removed from the call list. Other advised CA to let him know if Customer continues to receive calls, but advised it does not appear that repeated calls are coming from Synovate call centers. CA sent reply thanking. CA to call Service Advisor at Dealer 401A15.
MILZA	07/10/2007 02:08:17 PM	Voice Mail To John	401A15			CA LVMM advising has researched concern with Customer receiving multiple survey calls. CA advised was advised by group that performs our survey calls that Customer was contacted twice on 07/07/07 regarding service completed on 07/03/07. CA advised once a Customer completes a survey, Customer's record is removed from the call list. CA advised Customer should not receive any more survey calls regarding service on 07/03/07. CA advised if Customer informs Service Advisor that Customer is still receiving survey calls, please advise CA. CA advised it does not appear that repeated calls are coming from Synovate call centers. No further action.

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2007 Audi A3 3.2 Quattro [REDACTED]	070166385	Customer Relations	WAUKD78P57A [REDACTED]	130		Unknown Pr. Rsn: 14R Payoff
FIELDSDN	05/21/2007 03:19:29 PM	Call From [REDACTED]				Unknown 420D06 Part: 3511-Mechatronic Rsn: 82Q Factory Extension
	Customer states she just leased a new vehicle. Customer states she was told that if she wanted to purchase the vehicle she could. Customer is seeking to know what the payoff would be. CA advised would not have that information but can transfer the Customer to AFS. CA to call AFS.					
FIELDSDN	05/21/2007 03:21:49 PM	Call To Angel-AFS				Unknown 420D06 Part: SCAC-LEASE PAYMENTS - MED/ARB, AUDI CR Rsn: 37A Lease Payment
	CA advised of Customer's name and VIN. CA advised the Customer is seeking payoff information. AFS Representative advised CA to transfer the Customer. CA to transfer Customer to AFS.					
FIELDSDN	05/21/2007 03:22:38 PM	Transfer To Angel-AFS				Unknown 420D06 Part: 3511-Mechatronic Rsn: 38Q Backorder
	CA transferred Customer to AFS. No further action.					
WITHERE	05/24/2007 04:06:55 PM	Call From [REDACTED]				Unknown 420D06 Part: 3511-Mechatronic Rsn: 38Q Backorder
	Customer seeking to speak with the most senior person in Customer Relations. CA advised that CA can assist Customer. Customer states she has been bounced back and forth between AFS and AoA CR. Customer states that she does not want to tell CA about her concerns and she only wants to speak with a Supervisor. CA advised will check Supervisor availability. CA advised of hold. CA to review with Supervisor.					
WITHERE	05/24/2007 04:08:20 PM	Face-To-Face With James Custer				
	Supervisor advised can take Customer's call. CA to return to Customer.					
WITHERE	05/24/2007 04:08:49 PM	Return To [REDACTED]				
	CA advised Customer of Supervisor availability and advised of transfer. CA to transfer Customer to Supervisor.					
WITHERE	05/24/2007 04:08:55 PM	Transfer To James Custer				
	CA successfully transferred Customer to Supervisor. Supervisor to handle.					

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CUSTERJ	05/24/2007 04:28:42 PM	Call From	██████████			Customer states: vehicle currently down for transmission repair; is in a loaner; has only driven vehicle about 70 miles since taking delivery; was talked into a lease and she would like to buy out the lease and just pay off the vehicle; states that considering current concern does not want to make any decisions until vehicle is repaired and returned to her; states it has been very frustrating trying to get assistance with this and then getting transferred from CCC to AFS and then back again; would like to obtain compensation for the time that vehicle is down against the eventual payoff of vehicle; is making payments of \$760/month; has been told that part is another 10 days out; dealer has been great and does not want dealer getting the impression she is complaining about them. Supervisor apologized for customer's experience; advised customer that supervisor will evaluate customer's concerns once repairs are completed to provide for a complete picture of total downtime of vehicle; advised customer that dealer will be contacted to obtain parts order information which CCC will use to track part availability; advised customer will follow up with her on 3/30/07. Customer inquired about an e-mail or direct line for supervisor. Supervisor advised of e-mail options through audiusa.com and that 800# is best way to get through to supervisor. Call dealer.
FIELDNS	05/25/2007 11:27:54 AM	Voice Mail For Chris Baumann		420D06		CA LMTRMC. CA advised of Customer's name and VIN. CA advised is aware the transmission is on Backorder. CA advised is seeking the Backorder information. CA advised is seeking the part number, the sales doc number, the order type, and when the part was ordered. CA to wait for Dealer 420D06 call.
FIELDNS	05/25/2007 01:23:02 PM	Voice Mail For Chris Baumann		420D06		Part Manager LVMM. Part Manager states part order# 1003660253 was put on a ZIN T red order. Part Manager states a critical alert was put out on 5/20/2007. Part Manager states the Dealer 420D06 was informed that the part will not be available until 7/2007. Part Manager states the AASM has been made aware of this. CA to escalate to parts.
FIELDNS	05/25/2007 01:30:45 PM	Assigned To @AUDIPARTS				Part Manager states part order# 1003660253 was placed in a critical alert on 5/20/2007. Part Manager states it is a ZIN T red order and the AASM is aware of this order. Part Manager states the Dealer 420D06 was informed that the order will not be filled until 7/2007. Please research Backorder part. CA to follow-up with the Customer on 5/29/2007.
KEEPASA	05/25/2007 03:39:26 PM					Get RO open date from 420D06, call AASM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
FIELDSN	05/25/2007 04:11:25 PM	Call To Tom-Service Advisor		420D06		
<p>CA advised of Customer's name and VIN. CA advised is seeking to obtain information from the Repair Order. Service Advisor states the following: Repair Order# 55157; Date In: 5/18/2007; Customer states transmission will not engage into reverse. CA to call AASM.</p>						
TALBOTR	05/29/2007 09:06:21 AM	E-Mail From [REDACTED]				
<p>Subject : Other First name : [REDACTED] Last name : [REDACTED] Email address : [REDACTED] Preferred Phone No. : [REDACTED] Alternate Phone No. : [REDACTED] Address : [REDACTED] City : Albuquerque State : New Mexico Zip Code : [REDACTED] Please share your Audi experience with us : For JAMES CUSTER re; REF NO. 701-66-385 Thank you for your assistance and committment to finding an equitable solution to my new car transmission problem and related balance due. I am still waiting to hear from Audi re: the part from Germany. Did you speak to the Audi Service Manager Amber Drennan (505) 338-8270 re: ETA of said part? She had met with her Audi rep this week, but I have not heard anything new since we spoke. Your Audi VIN : WAUK78P57A [REDACTED] Current Mileage : 120 Model / Engine / Year, etc. : A3 quattro 3.2 Your Relationship to the Vehicle Owner : Self Dealer Name : Audi of Albuquerque</p>						
FIELDSN	05/29/2007 10:35:45 AM	Voice Mail For Richard Casteel				
<p>CA LMTRMC. CA advised of Customer's name and VIN. CA advised the Customer's vehicle is currently at Dealer 420D06 for repairs to the transmission. CA advised the transmission is on Backorder and the Customer may be seeking a lease payment for the time that she has been without the vehicle. CA to call Customer.</p>						
FIELDSN	05/29/2007 01:13:35 PM	Voice Mail For [REDACTED]				
<p>CA LVMM. CA advised doesn't have an update for the Customer regarding the Backorder status of the transmission. CA advised will call the Customer on 5/31/2007 with more information. CA to wait for Parts.</p>						

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MORRISH	05/29/2007 02:34:43 PM	Note To	02E 325 025 AD 0Z24			
						02E 325 025 AD 0Z24 Mechatron) Part is expected to be available in AG Week 23. order# 1003660253 was placed in a critical alert on 5/20/2007
FIELDSN	05/29/2007 04:21:11 PM	Call From	Richard Casteel			
						AASM states on 5/24/2007 the Service Manager called the Customer while the AASM was sitting there and offered the Customer one month's lease payment. AASM states the Customer was informed that depending on the time the vehicle is down, after one month the Dealer 420D06 would prorate the payment. AASM states the Customer initially wanted to be bought out of her lease, but after speaking with her tax preparer was informed that it would be better to just purchase the vehicle once the lease is up. AASM states the Customer seemed happy with the offer. AASM states the Customer may have called Audi CCC before the offer was made. CA advised will call the Customer tomorrow as CA is leaving for the day. CA advised the Customer called Audi CCC at 4:00 p.m. on 5/24/2007 eastern standard time. CA advised it is possible that the Customer called Audi CCC before the offer was made. CA to call Customer.
WILKERN	05/29/2007 07:15:29 PM	Call For	[REDACTED]			
						Customer seeking to speak with TA. CA advised customer TA is unavailable and offered additional assistance. Customer states TA advised customer for her to call back if she needed anything. CA advised customer that TA is in the office but is unavailable to speak with customer. Customer states she is seeking for TA to call back by the close of business. CA advised TA will contact customer no later than 5/30/07. CA to have face to face with TA.
WILKERN	05/29/2007 07:21:36 PM	Face-To-Face With	James Custer			
						CA advised TA that customer seeking a call back regarding concerns.
CUSTERJ	05/30/2007 06:51:36 PM	Call To	[REDACTED]			
						Customer states: is concerned about peace of mind with vehicle; is concerned about what may occur after warranty expires; inquired about availability of part and how it works with her vehicle; was told that part is built specifically for vehicle; inquired if Audi would extend warranty for two-years after factory warranty expired; would like to keep vehicle for a long time; inquired about legal guidelines for the state of NM. Supervisor confirmed with customer that she was offered vehicle payment; advised customer can not speak to design of current part as to whether it needs to be manufactured vin specific, but part is not a general part that can be installed on all vehicles; advised customer that Audi can evaluate request regarding warranty extension, but AoA would like to see concerns resolved and ensure customer is satisfied with repairs; advised customer can not speak to longevity concerns or what may occur in the future, but customer's concerns are understandable; advised customer that part will be available to Germany next week and CA will follow up with customer by 6/6/07.

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MORRISH	05/31/2007 08:03:14 AM					INFO remains the same as provided by AG; 02E 325 025 AD 0Z24 (Mechatron) Part is expected to be available in AG Week 23. order# 1003660253 was placed in a critical alert on 5/20/2007
MORRISH	06/05/2007 11:14:12 AM	Face-To-Face With Corporate Parts Me				Corporate Parts advised that stock is still expected to become available week 23. Parts CA to continue monitoring order.
FIELDSEN	06/06/2007 01:08:21 PM	Call To [REDACTED]				CA advised doesn't have a definite time frame as to when the part will arrive at the Dealer 420D06. CA advised once the vehicle is repaired, we will be able to research the Customer's request for a warranty EXT on the vehicle. Customer states she doesn't have piece of mind with the vehicle anymore. Customer states she feels that a 2 year warranty EXT will make her feel more comfortable about owning the vehicle. CA advised will evaluate this request and will follow-up with the Customer no later than 6/8/2007. CA to wait for Parts.
SHAMOOS	06/06/2007 05:51:59 PM	Call From [REDACTED]				Customer states is seeking to speak with original CA. After checking availability, CA advised original CA has left for the day. CA advised can assist Customer. Customer states it is important that she speak specifically with original CA. CA advised of CA hours per Customer request. Customer states would like to speak with supervisor that was handling this case. CA advised that supervisor has moved from Audi to VW department. CA advised previous supervisor will no longer be able to assist Customer. Customer disconnected call. CA to alert original CA.
SHAMOOS	06/06/2007 05:55:18 PM	E-Mail To FIELDSEN				CA advised of case update. Original CA to further handle.
FIELDSEN	06/07/2007 12:50:52 PM	E-Mail From Bret Lupher				Supervisor sent an email stating the following: TA's previous advisement was that we would review warranty extension request once repair completed, however Supervisor would prefer that we call AASM to immediately address both of the customer's requests. CA to call AASM.

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FIELDN	06/07/2007 02:04:25 PM	Voice Mail For Richard Casteel				CA LMTRMC. CA advised of Customer's name. CA advised of Customer's concerns and request for 2 year warranty EXT. CA to wait for AASM's call.
SHELLNB	06/07/2007 03:14:17 PM	Call From [REDACTED]				Customer states seeking original associate. CA advised that associate is assisting another Customer. CA offered to assist. Customer states will not go into situation again and that original associate is the only one that can help her. CA advised that CA will advise CA of Customer call. Customer request to be called in 45 minutes.
SHELLNB	06/07/2007 03:21:24 PM	Face-To-Face With Nicole Fields				Advised of Customer call and request for a call back.
FIELDN	06/07/2007 03:33:44 PM	Call To [REDACTED]				Customer states she is seeking a resolution today or will be seeking legal counsel. Customer states TA stated that CA is fully capable of assisting the Customer. Customer states she is hoping that CA will be able to meet her requests. Customer states the Dealer 420D06 without her knowledge has taken a transmission out of another vehicle and put it into her vehicle. Customer states no one called to authorize this and if they did, she would have requested to wait for the transmission from Germany. Customer states she understands the Dealer 420D06 did it in her best interest. Customer states she will pick up the vehicle if AoA provides her with a 100K mile warranty or else she will seek legal assistance and leave the Brand. CA advised will research this. Customer states she is seeking a return call within 2 hours. CA to seek assistance from RC.
FIELDN	06/07/2007 03:46:13 PM	Face-To-Face With Michael Harris				RC advised the Customer's request will have to be evaluated. RC advised will research Customer's request. CA to call Customer.
FIELDN	06/07/2007 04:12:11 PM	Voice Mail For [REDACTED]				CA LMTRMC. If Customer calls, please advise we will not be able to meet the Customer's expectations for a decision today. Please advise, we cannot guarantee that we will meet her expectations for a warranty EXT to 100K miles, however, we will evaluate this further. Please advise, we understand it is at the Customer's discretion to seek legal assistance per her Consumer Protection rights, but we would like the opportunity to address the Customer's concerns as we understand the Customer's frustrations with the vehicle and the situation at hand. Please advise, CA will follow-up with the Customer on 6/11/2007 with more information although a decision may not be reached at that time. CA to wait for Customer's call.

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MORRISH	06/08/2007 10:50:25 AM	Assigned To HARRISM				
	Part shipped from AG 6/8/07, please allow 5-7 days for delivery.					
HARRISM	06/08/2007 10:59:52 AM	Note To Nichole				
	Please advise the customer we would like for her to allow us the opportunity to evaluate her concerns. We would need to have the vehicle repaired before we make any decision related to a warranty extension or lease payments. Please advise the customer that we've already agreed to one lease payment and will consider further goodwill gestures. Please advise the customer that we appreciate her patience and her allowing us to evaluate her concerns. Please assign the case to Level 2 Unassigned once the vehicle has been repaired.					
HARRISM	06/08/2007 11:01:41 AM	Assigned To FIELDSN				
FIELDSN	06/08/2007 11:19:50 AM	Call To Amber		420D06		
	CA advised is seeking to know if the Customer's vehicle has been repaired. Service Manager states the vehicle was repaired, but the Customer has not picked the vehicle up as of yet. Service Manager states the following: Repair Order# 55157; Date In: 5/14/2007; Mileage In: 130; Transmission replacement CA to assign to RC.					
FIELDSN	06/08/2007 11:34:52 AM					
	Please evaluate Customer's request for warranty EXT on her vehicle as stated in previous case notes. CA to call Customer.					
SHELLNB	06/08/2007 11:53:55 AM	Call From [REDACTED]				
	Customer called for original associate. CA advised that she was assisting another Customer. Customer asked that associate call her back. CA to advise associate is request.					
SHELLNB	06/08/2007 12:03:48 PM	E-Mail To Nicole Fields				
	Sent e-mail of Customer call and request for a call back.					
HARRISM	06/08/2007 01:46:54 PM	Assigned To HARRISM				

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HARRISM	06/08/2007 01:46:57 PM	Call To Richard Casteel				
		RC and AASM discussed case and agreed to provide customer with 1 month lease payment reimbursement due to time down and also to provide the customer with a 12/12 warranty extension on the transmission only. AASM advised the customer had the TCM replaced and not the whole transmission. RC advised would advise advocate.				
HARRISM	06/08/2007 01:48:00 PM	Assigned To FIELDSN				
		Please advise customer we can offer 12/12 warranty extension Transmission ONLY, and one vehicle payment due to experience and time down.				
FIELDSN	06/08/2007 02:16:42 PM	Call To [REDACTED]				
		CA advised we can offer a 12/12 warranty EXT on the transmission only along with the previous offer of one month's lease payments. Customer states that isn't going to work. Customer states she plans to drive the vehicle for 80-90K miles and pass it on to her daughter who will be of driving age. Customer states this is her third Audi and she has referred her sister and several friends to Audi. Customer states she feels that this offer is stating that AoA doesn't have confidence in the vehicle past 62K miles. Customer states she isn't happy with the vehicle. Customer states her friends and colleagues have stated that she shouldn't take the vehicle back, but she believes in AoA. Customer is seeking a warranty EXT to 75K miles and a return call by the close of business today. CA advised cannot guarantee that we will be able to meet that expectation, but will evaluate this request. CA to seek assistance from RC.				
FIELDSN	06/08/2007 02:27:47 PM	E-Mail To Michael Harris				
		CA sent an email advised RC of Customer's request. CA to wait for response.				
FIELDSN	06/08/2007 03:43:24 PM	E-Mail From Michael Harris				
		RC states the offer that was presented is AoA's final offer. CA to call Customer.				
FIELDSN	06/08/2007 03:44:19 PM	Call To [REDACTED]				
		CA advised the offer that was presented to the Customer is AoA's final offer. Customer states this is not acceptable. Customer states this shows that AoA doesn't care about their Customer's. Customer states all she wants is more time on the transmission and not the whole vehicle. Customer states she will be pursuing legal counsel and will be calling Audi CCC back. Customer disconnected the call. No further action. Pending Customer call.				

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CUSTOMER COMMENT DETAIL REPORT
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HARRISM	06/11/2007 03:30:46 PM	Call From Amber		420D06		
	RC advised of offer of 12/12 extension and lease payment and customers refusal of our offer. Service Manager states the customer still has her loaner and she was checking to see the status of this case. No further action.					
HARRISM	06/12/2007 02:41:41 PM	E-Mail From Alex Caldecleugh				
	From: Caldecleugh, Alex Sent: Tuesday, June 12, 2007 11:32 AM To: Harris, Michael Cc: Casteel, Richard; dbaker@mercedesabq.com Subject: [REDACTED]					
	Michael, I am writing to follow up on the voice mail I left you this morning. You have been working with Richard Casteel on this customer whose A3 is down at Audi Albuquerque. Parts are still on order to repair her car. Yesterday the GM of the dealership, David Baker, called me to tell me that Ms. Anixster was not satisfied with our proposal to reimburse her one lease payment and extend her warranty by 12 months/12,000 miles. Apparently she was told that this was our final offer, take it or leave it. I had discussed with Richard on Friday offering the customer a lease payment plus a 24 month/24,000 warranty extension. David Baker tells me that this would satisfy the customer as she would like to have the car under warranty up to 75,000 miles. This seems like a small concession to satisfy the customer and keep AoA and the dealer out of any legal action that may ensue. Please let me know your response as soon as possible.					
HARRISM	06/12/2007 02:42:49 PM	E-Mail To Nichole Fields				
	From: Harris, Michael Sent: Tuesday, June 12, 2007 2:42 PM To: Caldecleugh, Alex Cc: Casteel, Richard; 'dbaker@mercedesabq.com' Subject: RE: [REDACTED]					
	Richard and I had discussed this case and decided to offer 12/12 extension on the transmission only and then the lease payment. If we can satisfy the customer and turn their experience around then I'm open to this. I can contact the customer today to advise we will offer the 24/24 extension plus the payment. Whatever we can do to retain clients is what I want to do.					
HARRISM	06/12/2007 02:44:28 PM	E-Mail To Nichole Fields				
	RC sent email advising of next steps. RC to wait associate.					

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FIELDN	06/12/2007 03:29:15 PM	Call To	[REDACTED]			CA advised after further evaluation of the Customer's concerns with the vehicle, AoA has decided to offer a warranty EXT on the entire vehicle for 2 years/24K miles, WCF as well as one month's lease payment. Customer states she appreciates the offer and will accept the offer. Customer states she wants to pay off the vehicle ASAP. Customer states the lease payment amount is \$750. Customer states she wants to look into the pay off amount when she gets home. Customer states she told TA that she wanted to pay off the vehicle and he stated that he would like for the vehicle to be repaired before discussing this matter further. Customer states there is an \$80 interest fee that will be incurred if she delays in paying off the vehicle. Customer states TA previous stated that the Customer should not be penalized for this and AoA would assist in covering the interest charges. Customer states she is on her way home and would like to discuss this further with CA once she gets there. Customer is seeking to know if CA will be available within 30 minutes. CA advised will be available until 5:30 p.m. Customer states she will call CA back. CA to alert RC.
FIELDN	06/12/2007 03:40:15 PM	E-Mail To	Michael Harris			CA advised of Customer's acceptance of the warranty EXT offer. CA advised the Customer is concerned about an \$80 interest fee that she will incur if she delays paying off the vehicle. CA advised the Customer would like to pay off the vehicle ASAP. CA advised is seeking to know if the Customer will be issued a check to her after allowing her to pay off the vehicle rather than doing an EFT. CA to wait for RC's response.
GENDROT	06/12/2007 04:34:00 PM	Call From	[REDACTED]			Customer states that she is seeking to talk to original CA. CA advised Customer that CA will check on her availability. CA to face to face with associate.
GENDROT	06/12/2007 04:35:44 PM	Face-To-Face With	Nichole			CA advised that she would like to talk to RC directly. CA to face to face with RC.
GENDROT	06/12/2007 04:36:47 PM	Face-To-Face With	Michael Harris			RC advised CA that the lease payment will appear on her account if she waits after 2 weeks to pay the car off and if she pays it off sooner that 2 weeks then she will get a check in the mail. CA to return to Customer.

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GENDROT	06/12/2007 04:39:20 PM	Return To	[REDACTED]			CA advised Customer that the lease payment will appear on her account if she waits after 2 weeks to pay the car off and if she pays it off sooner than 2 weeks then she will get a check in the mail. Customer states that she wants to talk to original CA. CA advised Customer that she will have to call Customer back because she is on the phone with another Customer right now. Customer states frustration, that she feels that she is being blown off and that she does not want to feel that way. CA advised Customer that CA is sorry that she feels that way and that CA did not mean to make her feel that way. CA advised Customer that CA will advise original CA to call Customer back ASAP. CA to e-mail associate.
GENDROT	06/12/2007 04:43:06 PM	E-Mail To	[REDACTED]			CA e-mailed associate advising her of the Customer request for a call back. CA to call Customer.
FIELDNS	06/12/2007 04:54:14 PM	Call To	[REDACTED]			Customer states she was just got off the phone with the AFS Supervisor. Customer states she explained the situation and the AFS Supervisor stated that it would not be a problem with the interest penalty of \$118.16. Customer states AFS Supervisor has CA's name and contact information. Customer states she wanted to make sure that we are clear about everything. Customer states her lease payment is \$766.39. Customer is seeking to know how that will be processed. CA advised it takes approximately 2-4 weeks to process this payment. CA advised if there is a balance remaining on the Customer's lease, it will be paid to the Customer's account. CA advised if there isn't a balance, a check will be issued to the Customer. Customer states she wanted to have the vehicle paid off sooner than 2-4 weeks. Customer is seeking to know if the interest charges will affect the lease payment. CA advised the interest charges will not affect the Customer's lease payment. Customer states she will call AFS Supervisor back to discuss this further. CA to call Dealer 420D06.
FIELDNS	06/12/2007 05:04:28 PM	Voice Mail For Amber			420D06	CA LMTRMC. CA advised of Customer's name and VIN. CA advised is seeking to know if the Service Manager can fax the Repair Order to CA. CA to wait for fax or Service Manager's call.
FIELDNS	06/12/2007 05:07:01 PM	Assigned To	STACHOE			Please generate 24/24 warranty EXT letter for the entire vehicle. CA to wait for Dealer 420D06 call or fax.

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WILKERN	06/12/2007 05:41:24 PM	Call From	[REDACTED]			<p>Custoemer ststse she is seeking to speak with CA. CA advised associate is unavailable. Customer states she would like in writing faxed over to her in writing stating " Care of Audi of Albuquerque Service Manager Amber Drenan 505 338 8285 to confirm her warranty extension and lease payment and custoemr wants lease payment refunded directly to her becuase she will pay off the vehicle in 2 weeks. CA advised custoemr AOA will not be able to meet her expectations. Customer states she will not accept that from CA and this is not the CCC. Custoemr request to speak with a supervisor. CA advised customer she will seek a supervisor assitance but the decision will not change. Custoemr ststse for CA not to talk to her like that and to put a supervisor on the phone. CA advised customer CA is not trying to belittle the customer in any way. CA to speak with a supervisor.</p>
WILKERN	06/12/2007 05:58:29 PM	Face-To-Face With	Brad Hollister			<p>CA advsied TA of customer concerns. CA to transfer call to TA.</p>
WILKERN	06/12/2007 06:00:23 PM	Transfer To	Brad hollister			<p>CA transfered custoemr to TA for furtejr assistance.</p>
HOLLISBR	06/12/2007 06:31:51 PM	Call From	[REDACTED]			<p>Customer states is not happy with experience and treatment. TA advised customer that AoA CR can sent check for 1 month's lease payment directly to customer so that customer can handle obligations to finance company independently if customer wishes to pay off vehicle if that makes it easier on customer. Customer states that is the first time someone has been concerned about things being easier on customer. TA advised that check will be sent to customer and a letter with warranty extension details will be provided. Customer states seeking warranty extension number. TA provided E029557. Customer thanked. Send mail to customer.</p>
NEWSOMM	06/13/2007 09:21:07 AM					<p>Mail in Doc Center.</p>
FIELDNS	06/13/2007 10:19:26 AM	Note To	Emily Stachowski			<p>AoA to reimburse the Customer one month's lease payment per AASM, Richard Casteel.</p>
STACHOE	06/14/2007 09:57:38 AM					<p>CA generated 2/24 warranty extension letter, E029557, provided to original CA for signing/handling. CA to request check.</p>

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STACHOE	06/14/2007 10:39:45 AM	Approved By Richard Casteel				
	WAUKD78P57A [REDACTED] [REDACTED]	AoA to reimburse Customer for one month's vehicle payment related to recent mechatronics concerns. Total 766.40.				
STACHOE	06/14/2007 10:42:53 AM	Assigned To FIELDN				
		CA generated check request in the amount of 766.40, direct mail to Customer per TA. Reassigned to wait for check.				
FIELDN	06/14/2007 11:20:42 AM	Call To [REDACTED]				
		CA advised has the warranty EXT letter and will be forwarding this letter to the mail. CA advised the Customer's lease payment is currently being processed and will be sent via mail in the amount of \$766.40. CA advised the Customer should receive this within 2-4 weeks. Customer thanked. CA to forward warranty EXT letter to outgoing mail bin.				
FIELDN	06/14/2007 11:21:57 AM	Mail To [REDACTED]				
		CA forwarded 24/24 warranty EXT letter to outgoing mail bin. CA to wait for check.				
CR_BATCH	06/21/2007 04:01:23 AM	Note To STACHOE				
		Check # [REDACTED] for amount \$ 766.40 mailed on 06/20/2007				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Audi A3 3.2 Quattro						
██████████	070188197	Customer Relations	WAUKD78P57A ██████████	8,000		Unknown 425A69 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking
BANKSL	06/08/2007 01:16:11 PM	Call From ██████████				
<p>Customer states that when she first purchased her 2007 A3 the vehicle broke down on her way home from dealer 425A69. Customer states that she took vehicle back to dealer 425A69 and they gave her a brand new vehicle. Customer states that 4 months later she had to take vehicle in for service because of the jerking sensation she experiences when she come to a stop and when she shift gears. Customer states that she was told that the vehicle was fine so she picked up the vehicle but now it is happening all over again. Customer states that she took the vehicle back to dealer 425A69 and now they have had it for over 3 weeks now unable to fix it. Customer states that she thought Audi was a reliable vehicle but now she doubts it because of the second concern she is experiencing with her vehicle. Customer is seeking to have vehicle concerns resolved once and for all and in a timely manner. CA advised customer that CA would have to contact dealer 425A69 to find out the diagnosis that was performed and steps are being taken to make the necessary repairs. CA advised customer to hold. CA to contact dealer 425A69.</p>						
BANKSL	06/08/2007 02:31:23 PM	Call To Craig-SM	425A69			
<p>CA inquired to Service Manager as to what diagnosis was performed on customer's vehicle. Service Manager advised that he is still trying to diagnose the vehicle. Service Manager advised that he know there is something not right with the transmission but the concern is intermittent as to why no repairs have been made. CA inquired to Service Manager if techline have been contacted. Service Manager advised that his Service Advisor did contact techline but he is out to lunch. Service Manager advised that he will return CA call to provide more details with that. CA provided number. CA to return to customer.</p>						
BANKSL	06/08/2007 02:31:54 PM	Return To ██████████				
<p>CA advised customer that the vehicle's concerns are intermittent as to why dealer 425A69 have not been able to make the necessary repairs yet. CA advised customer that there is a concern with the transmission but the concern has to be present to know what repairs need to be made. CA advised customer that dealer 425A69 is doing everything they can to duplicate concern as to why vehicle has not been returned because they do not want you to have to come back for this again. CA advised customer that this may take additional time but CA will work with dealer 425A69 to try to speed up the process so the vehicle can be returned to customer. CA advised customer that CA will follow up no later than 6/12/07 with an update. Customer thanked. CA to wait dealer 425A69 call.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BANKSL	06/11/2007 03:24:33 PM	Call To Craig		425A69		
<p>CA inquired as to what is being done currently on customer's vehicle. Service Manager advised that he was advised by the techline to check the measure valve blocks which he does not think will do anything. Service Manager checked with the technician to see how that was coming along. Service Manager advised that the tech is going to test drive vehicle and he will call CA back to advise of the update. CA inquired if the AASM was involved. Service Manager advised that he was on vacation last week but will call to make to make him aware. CA to wait dealer 425A69 call.</p>						
BANKSL	06/11/2007 05:21:17 PM	Call From Craig		425A69		
<p>Service Manager advised that he could not get the basic settings to reset after measuring the value blocks. Service Manager advised that he will retry it in the morning but in the mean time he will be contacting the AASM. Service Manager advised that he will call again with an update tomorrow. CA to wait dealer 425A69 call.</p>						
BANKSL	06/12/2007 12:28:48 PM	Call From Craig		425A69		
<p>Service Manager advised that techline advised of the part that is needed to resolve vehicle's concerns and the part was not in stock so he is in the process of having it ordered. Service Manager advised that it should be there in a couple of days. CA to contact customer.</p>						
BANKSL	06/12/2007 02:00:07 PM	Voice Mail For [REDACTED]				
<p>CA LVMM. CA advised customer that her vehicle is still in the process of being repaired. CA advised customer that delaer 425A69 needed to order a part today that should be in no later than 6/14/07. CA advised customer that CA will follow up again on 6/14/07 to advise of more updates. CA to contact dealer 425A69.</p>						

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

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

<u>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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WILDERD 06/12/2007 02:34:07 PM E-Mail From [REDACTED]

Subject : Other

First name : [REDACTED]

Last name : [REDACTED]

Email address : [REDACTED]

Preferred Phone No. : [REDACTED]

Alternate Phone No. : [REDACTED]

Address : [REDACTED]

City : Mansfield

State : Texas

Zip Code : [REDACTED]

Please share your Audi experience with us : Dear Sir or Madam, I purchased New Audi A3 last December. Ever since, It has been a horrible experience for me. The first day I took car home, this brand new Audi broke down on the side of Highway at 11 pm. I was stuck for near 2 hours till tow truck showed up. The car just suddenly lost speed no matter how hard I stepped on accelerator. I could easily get hit from the cars behind me. Luckily I survived through that night. Later, the dealer got me another Audi A3 with same Color but different VIN#. I thought My nightmare finally was over. That is not true. It is just a beginning another torture. The car started having weird jerking when you stop the car a couple month ago. I took car back to service department on 4/5. Although the service department admitted the problem, nothing was found after check-up as they claimed. The problem persisted & got worse. I took car back to same service department (at DFW AUDI dealership) three weeks ago and reported to them my car problem. Ever since i have been driving a loaner car till today. I even reported to your representative last friday 6/8 as reference # 70188197. So far, nothing has been taken care. I wonder how much more i can endure to this terrible experience till we can get this problem resolved. Within 6 months, I have been thru 2 Audi cars. Unlike your company claimed as reliable & outstanding performance car, it has nothing but trouble to me. I wish this e-mail will get your attention about my problem. If not, I will seek other media / channel to get my problem resolved.

Your Audi VIN : WAUKD78P57A [REDACTED]

Current Mileage : 8000

Model / Engine / Year, etc. : Audi A3 /3.2/ 2007 Your Relationship

WILDERD 06/12/2007 02:35:10 PM Continued Comment From [REDACTED]

to the Vehicle Owner : Self Dealer Name : Boardwalk Plano

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BANKSL	06/12/2007 04:52:06 PM	Call To [REDACTED]				CA advised customer that CA has received email and is working diligently getting her vehicle's concerns resolved and having the vehicle returned to her. Customer states that she just needed a paper trail for her records as to why she sent the email. CA advised customer that CA appreciates the email but CA has documented concerns and just wanted to advise customer the it was received and CA is proactively working to turn experience around. CA advised customer that CA will follow up on 6/14/07 with more updates. Customer states that she would like an explanation as to why this happened. CA advised customer that she will have that for her as well on 6/14/07. Customer thanked. CA to contact dealer 425A69.
EDWARDF	06/14/2007 11:00:31 AM					Vehicle waiting on a back order mechatronic, critical alert part order pending in German system. CA will provide ETA when information becomes available.
BANKSL	06/14/2007 05:09:02 PM	Call To [REDACTED]				CA advised customer that the part that we are waiting on to repair vehicle is on back order and there is no ETA as of yet. CA advised customer that CA will be working with the dealership to see if there is anything we can do to compensate for the inconvenience. CA advised customer that CA will follow up again on 6/19/07. Customer thanked for update. CA to contact dealer 425A69 on 6/19/07.
WILKERN	06/15/2007 05:33:34 PM	Call To JD			425A69	SA states the part was ordered and is expected to arrive within 7 days. SA states dealer 425A69 was advised by the techline to order a module for the vehicle. CA to call customer.
WILKERN	06/15/2007 05:35:11 PM	Voice Mail For [REDACTED]				CA LVMM for customer advising the part in which was ordered by the dealer is expected to arrive within 7 days and CA will follow up once the part has arrived with further updates. CA to call dealer no later than 6/23/07.
WILKERN	06/18/2007 01:34:02 PM	Voice Mail For [REDACTED]				CA LVMM for owner advising the dealer ordered the control module for the transmission last week and the part is set to arrive within 7 days and CA will follow up with customer with more repair updates at that time. CA to call customer no later than 6/23/07. CA to call dealer.
EDWARDF	06/20/2007 03:41:36 PM					Per critical alert report, ETA pending response from Germany

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BANKSL	06/22/2007 02:01:46 PM	Call To JD		425A69		
	CA inquired if there is an update on the part for customer's vehicle. Service Advisor advised that the part is being held up at customs in Indiana. Service Advisor advised that the part should be arriving shortly. CA to contact customer.					
BANKSL	06/22/2007 04:50:49 PM	Call To [REDACTED]				
	CA LVMM. CA advised customer that the part has arrived to the USA from Germany but it has not made it to dealer 425A69 as of yet. CA advised customer that the part is expected to arrive no later than 6/26/07. CA advised customer that CA will follow at that time as well. CA to contact dealer 425A69.					
BANKSL	06/25/2007 03:31:07 PM	Voice Mail For Craig		425A69		
	CA LMTRMC. CA to wait dealer 425A69 call.					
BANKSL	06/25/2007 05:29:32 PM	Call From Craig		425A69		
	Service Manager advised that the part came in on Saturday and the vehicle is currently being worked on. CA advised Service Manager that CA will follow up on tomorrow. CA to contact dealer 425A69.					
BANKSL	06/26/2007 06:36:09 PM	Call From Craig		425A69		
	Service Manager advised that customer's vehicle has been repaired. Service Manager advised that the customer has been contacted to pick up vehicle. CA to contact customer.					
BANKSL	06/26/2007 07:27:13 PM	Call To [REDACTED]				
	CA advised customer that her vehicle is repaired and ready for pick up. Customer states that dealer 425A69 called earlier today and she will pick up vehicle tomorrow. No further action.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Audi A3 3.2 Quattro						
[REDACTED]	070194171	Win Back	WAUKD78P57A [REDACTED]	10,410		Unknown 425A69 Pr. Part: 3511-Mechatronic Pr. Rsn: 33D Critical Alert
CAMPBETA	06/14/2007 08:19:06 AM					
CA to follow up on case per Critical Alert.						
Description: Mechatronic						
Loaner: Y						
How were parts ordered: Red Order						
Part-ID: 3400-Manual Transmission						
CAMPBETA	06/14/2007 08:20:33 AM					
CA to close case, as associate will monitor current CR case #70188197. No further action.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Audi A3 2.0T FWD						
██████████	080170609	Audi Loyalty	WAUNF78P57A ██████████	7,748		Unknown 402A36 Pr. Part: 3511-Mechatronic Pr. Rsn: 33D Critical Alert
MILZA	04/15/2008 11:15:47 AM	Note To a CA to follow up per Critical Alert.				
		Description: Mechatronics Loaner: Yes How part was ordered: Red Part ID: 3900 Automatic Transmission - Internals				
MILZA	04/15/2008 11:31:01 AM	Assigned To MILZA Assigned for handling.				
MILZA	04/15/2008 04:04:59 PM	Note From Janice Stonewall Parts associate advised part has been allocated and is expected to ship in 1 to 2 days. CA to call Customer.				
MILZA	04/17/2008 10:09:38 AM	Note From Janice Parts associate advised part shipped from Germany on 04/16/08, allow 5 to 7 days for delivery. CA to call Customer.				
MILZA	04/21/2008 03:24:14 PM	Call To CA disconnected CA dialed service department number for Dealer 402A36 and went to menu for Mercedes-Benz service. CA to call Dealer 402A36.	402A36			
MILZA	04/21/2008 03:30:47 PM	Call To Parts, did not get name CA inquired if part has arrived. DP from Dealer 402A36 advised part arrived on 04/17/08 and advised it appears repairs are still in process. CA to call Customer.	402A36			
MILZA	04/24/2008 02:26:38 PM	Call To did not get name CA inquired if repairs are complete. Service Advisor from Dealer 402A36 advised vehicle has been test driven and Customer will pick up vehicle tomorrow. CA to call Customer.	402A36			

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	04/24/2008 02:29:47 PM	Voice Mail To	[REDACTED]			CA LVMM advising calling regarding recently completed repairs. CA apologized for vehicle concerns, for delay in obtaining part, and for any inconvenience Customer may have experienced. CA thanked Customer for his patience. CA advised if Customer has any questions or feedback, please call and provided Loyalty number and CA's office hours. CA to follow up to ensure repairs have addressed concerns and vehicle is operating to Customer's satisfaction.
MILZA	05/06/2008 10:59:33 AM	Call To	[REDACTED]			(Note: CA placed this call on 05/05/08 but neglected to document.) CA advised calling to follow up regarding recent repairs to ensure vehicle is operating to Customer's satisfaction. Customer states vehicle is currently in for service at Dealer 402A16. CA inquired if concern is related to recent repairs. Customer advised no. CA inquired if Customer would like CA to contact Dealer 402A16 regarding this concern. Customer advised vehicle is ready to pick up. (Note: Customer sounded very ill during call.) CA thanked Customer for his time and feedback. No further action.)

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2007 Audi A3 3.2 Quattro [REDACTED]	090047952	Customer Relations	WAUKD78P47A [REDACTED]	17,000		Complaint 422A62 Pr. Part: 1009-Cylinder block Pr. Rsn: E08 Stumbles/hesitates/dies in steady hwy driving
MAYT	02/20/2009 04:37:45 PM	Call From [REDACTED]				
<p>Customer states that the vehicle is hesitating and shuttering. Customer states that he went to 426A16. Customer states that 426A16 found the vehicle operating to specification. CA advised that 2 months later he went to 426A05 because the vehicle was shuttering. Customer states that he fly to pick up the vehicle and drove it back from 426A05. Customer states that 2 months later the shuttering returned and he went to 426A62. Customer states that 2 days ago the shuttering returned. Customer states that he spoke to the general manager at 426A05 and the dealer 426a05 offered to assist him into a different Audi at dealer cost and giving him a trade in value that would be \$2000.00 over price if sold at auction. Customer states that he would like the vehicle fixed. Customer states the alternative is his money back or a differnet Audi. CA advised that Audi's goal is to work under the warranty. CA advised the customer to obtain a current Audi diagnosis. CA advised that CR will contact all the dealers 426A16, 426A05 and 426a62. CA advised that CR will contact the customer by 2-24-2009.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MAYT	02/20/2009 04:51:00 PM	E-Mail To Russell Guss		422A45		

***** Email to russellg@santamonicaaudi.com; *****

Notification: [REDACTED] - Customer Seeking Assistance from Audi -

The following customer has contacted Audi Customer CARE seeking assistance. We have referred the customer to contact you to make an appointment to have their vehicle inspected.

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2007 A3

VIN: WAUKD78P47A [REDACTED]

Mileage: 17,000 miles

This customer/family has owned multiple Audis (Y/N): N How many: 0

This customer has had the vehicle serviced and maintained at location:

Customer is Seeking: please confirm last recorded diagnosis. Customer is seeking the vehicle brought to specifications or may seek different means.

Thank you in advance for your consideration.

Terry L May
 (248) 754-3421

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

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

09/23/2009

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

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MAYT	02/20/2009 04:53:11 PM	E-Mail To Jeff Mazurek	426A16			
***** Email to jmazurek@lasherauto.com; *****						
ACTION REQUIRED: [REDACTED] - Confirm Repair History						
Please review the repair history and number of days down for the customer listed below:						
Audi Customer Care Advocate Section:						
Customer Name: [REDACTED]						
VIN: WAUKD78P47A [REDACTED]						
Customer alleged days down:						
Vehicle repair history:						
3885 Mechatronics	01/29/2009	16,000				
6687 Roof rail	12/10/2008	14,000				
6636 Roof channel molding	12/10/2008	14,000				
0315 15,000 MI MAINTENANCE 2007	12/10/2008	14,000				
6687 Roof rail	10/29/2008	12,000				
6636 Roof channel molding	09/23/2008	11,000				
7220 Armrest	09/12/2008	10,000				
2445 Mass air flow sensor	07/10/2008	8,000				
UNKW Unknown	01/28/2008	4,000				
ACNP AUDI CARE NEW PURCHASED - CORP USE ONLY	05/18/2008	4,000				
6636 Roof channel molding	04/18/2008	4,000				
0305 5000 MILE MAINTENANCE	01/31/2008	4,000				
BPDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD	01/23/2007	0				
APDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD	01/23/2007	0				

Dealer Section:

Does the above history match your customer records (Y/N):

If history does not match, please provide any additional repairs/days down:

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

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

<u>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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If the vehicle is still at your Dealership, please answer the questions below.

What is the current diagnosis?

What is the ETA on this repair?
Comment truncated due to size

CA wait for SM E-Mail

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

<u>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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MAYT	02/20/2009 04:57:16 PM	E-Mail To Mitchell Kudler	426A05			
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***** Email to mkudler@niello.com; *****

ACTION REQUIRED: [REDACTED] - Confirm Repair History

Please review the repair history and number of days down for the customer listed below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUKD78P47A [REDACTED]

Customer alleged days down:

Vehicle repair history:

3885 Mechatronics	01/29/2009	16,000			
6687 Roof rail	12/10/2008	14,000			
6636 Roof channel molding	12/10/2008	14,000			
0315 15,000 MI MAINTENANCE 2007	12/10/2008	14,000			
6687 Roof rail	10/29/2008	12,000			
6636 Roof channel molding	09/23/2008	11,000			
7220 Armrest	09/12/2008	10,000			
2445 Mass air flow sensor	07/10/2008	8,000			
UNKW Unknown	01/28/2008	4,000			
ACNP AUDI CARE NEW PURCHASED - CORP USE ONLY	05/18/2008	4,000			
6636 Roof channel molding	04/18/2008	4,000			
0305 5000 MILE MAINTENANCE	01/31/2008	4,000			
BPDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD	01/23/2007	0			
APDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD	01/23/2007	0			

Please confirm service history and offer from general manger to replace the vehicle.

Dealer Section:

Does the above history match your customer records (Y/N):

If history does not match, please provide any additional repairs/days down:

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

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

<u>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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If the vehicle is still at your Dealership, please answer the questions
 Comment truncated due to size

CA wait for the SM E-mail

MAYT	02/23/2009 08:57:48 AM	E-Mail From Russell Gus SM		422A45		
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I do not have any record of this customer. This customer has his vehicle serviced at dealer 422A62.

I left this customer a message on 2/20/09 at 5:05pm.

Russell

MAYT	02/23/2009 08:58:30 AM	Voice Mail From Mitch Sm		426A05		
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SM left aq message for CR to call him.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MAYT	02/24/2009 09:47:27 AM	E-Mail To Julio Limon		422A62		

***** Email to jlimon@sbaotogroup.com; *****

ACTION REQUIRED: [REDACTED] - Confirm Repair History

Please review the repair history and number of days down for the customer listed below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUKD78P47A [REDACTED]

Customer alleged days down: Customer states that he is seeking assistance into a different Audi. Thanks

Vehicle repair history:

3885 Mechatronics	01/29/2009	16,000		
6687 Roof rail	12/10/2008	14,000		
6636 Roof channel molding	12/10/2008	14,000		
0315 15,000 MI MAINTENANCE 2007	12/10/2008	14,000		
6687 Roof rail	10/29/2008	12,000		
6636 Roof channel molding	09/23/2008	11,000		
7220 Armrest	09/12/2008	10,000		
2445 Mass air flow sensor	07/10/2008	8,000		
UNKW Unknown	01/28/2008	4,000		
ACNP AUDI CARE NEW PURCHASED - CORP USE ONLY	05/18/2008	4,000		
6636 Roof channel molding	04/18/2008	4,000		
0305 5000 MILE MAINTENANCE	01/31/2008	4,000		
BPDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD	01/23/2007	0		
APDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD	01/23/2007	0		

Dealer Section:

Does the above history match your customer records (Y/N):

If history does not match, please provide any additional repairs/days down:

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

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

<u>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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If the vehicle is still at your Dealership, please answer the questions

CA wait for the SM E-Mail.
Comment truncated due to size

MAYT	02/24/2009 09:59:30 AM	Call From Mitchel Kudler SM		426A05		
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SM advised no service since RO 116116 zc 5-18-2009. CA wait for 422A62.

MAYT	02/24/2009 12:02:23 PM	E-Mail From Julio L SM		422A62		
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Does the above history match your customer records (Y/N): NO

If history does not match, please provide any additional repairs/days down: Our customer history file has less service visits than shown above

If the vehicle is still at your Dealership, please answer the questions below. Vehicle not at Dealership
What is the current diagnosis? No diagnosis or repairs being addressed for this vehicle.

CA to research.

MAYT	02/24/2009 12:28:05 PM	Call To Mr Bell				
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CA advised that CR was making sure all Audi resources had been involved. CA advised that CR will contact the customer by 2-26-2009. CA contact 426A16.

MAYT	02/24/2009 12:33:59 PM	Note To CCC				
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CA called SM at 426A16 due to no E-Mail response

MAYT	02/24/2009 12:34:52 PM	Voice Mail To Jeff Mazurek SM		426A16		
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CA LMTRMC. CA wait for SM

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MAYT	02/25/2009 08:58:21 AM	E-Mail From Jeff Mazurek SM	426A16			his car was only at our dealership one time. It was towed in on 07/08/09 for a driveability complaint and an automatic transmission complaint. We opened a techline case on it but were unable to verify either concern so no repairs were attempted. The car was completed and available for the customer to pick up on 07/09/09. Our repair order number was 313543.
		Sincerely				
		Jeff Mazurek 426a16 CA to research.				
MAYT	02/25/2009 05:09:09 PM	Note To CCC				CA call to confirm dates for customer follow 2-26-2009.
MAYT	02/25/2009 05:11:32 PM	Voice Mail To Jeff Mazrek SM	426A16			CA LMTRMC. CA wait for SM call.
MAYT	02/26/2009 08:47:34 AM	Voice Mail From Roy Merritt SM	426A16			SM advised that dates should be 7-2009. CA to research.
MAYT	02/26/2009 11:16:12 AM	Note To CCC				CA call the dealer 422A620to keep promise.
MAYT	02/26/2009 11:21:28 AM	Face-To-Face With Brett				Supervisor advised that AoA would continue to service the vehicle under the terms of the warranty. CA call the customer.
MAYT	02/26/2009 12:39:20 PM	Call To Ryan Bell				CA LMTRMC. When the customer calls CA advise that AoA would not meet the customer expectations. CA advise that AoA would continue to service the vehicle under the terms of the warranty. CA wait for the customer to call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SABOURA	02/26/2009 02:12:39 PM	Return Call From	██████████			Customer states seeking to speak with associate. CA advised associate assisting another Customer, can assist. Customer states seeking update. CA advised AoA will not be able to meet Customer expectations at this time, AoA will continue to service vehicle under applicable warranties. Customer states frustration, feels vehicle is a safety concern, vehicle has shuttered on freeway at least 5 times now and 3 different Audi Dealer's are not able to find anything, feels spouse and children will be in accident, seeking CA name in case something happens and CA will need to testify in deposition. CA provided name. Customer states seeking to speak with Supervisor. CA advised Supervisor will contact Customer within 8 business hours. CA to assign to Supervisor.
SABOURA	02/26/2009 02:25:02 PM	Assigned To ccc				Please contact Customer to discuss concerns with vehicle shutter. Supervisor to contact Customer.
CUSTERJ	02/26/2009 05:10:11 PM	Assigned To CUSTERJ				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CUSTERJ	02/26/2009 05:15:30 PM	Note To TACS info				
	01/22/2009 15:12:40:	US/Eastern: bert linau: Initiated: Issue Opened by Dealership				
	01/22/2009 15:12:40:	US/Eastern: bert linau: Initiated: MANDITORY CONTACT, CUSTOMER WANTS OUT OF THIS CAR . HIS WIFE BOUGHT IT AND HE THINKS THERE IS SOMETHING WRONG WITH THE SHIFTING CHARACTERISTICS. HE WILL NOT PICK UP THE VEHICLE. CHECK HIST ON TACS. HAS BEEN IN SEVERAL TIMES SINCE HE OWNS IT. NO FAULTS , ALL DRIVES WITH CUSTOMER ARE NORMAL AND CONCERN COULD NEVER BE DEMONSTRATED. DEALER UNABLE TO VERIFY ANY DRIVE CONCERNS.				
	01/22/2009 15:26:27:	US/Eastern: Raymond Moore: Open: Technician in Process: Customer Comments: MANDITORY CONTACT, CUSTOMER WANTS OUT OF THIS CAR . HIS WIFE BOUGHT IT AND HE THINKS THERE IS SOMETHING WRONG WITH THE SHIFTING CHARACTERISTICS. HE WILL NOT PICK UP THE VEHICLE. CHECK HIST ON TACS. HAS BEEN IN SEVERAL TIMES SINCE HE OWNS IT. NO FAULTS , ALL DRIVES WITH CUSTOMER ARE NORMAL AND CONCERN COULD NEVER BE DEMONSTRATED. DEALER UNABLE TO VERIFY ANY DRIVE CONCERNS.				
	01/22/2009 15:26:27:	US/Eastern: Raymond Moore: Open: Technician in Process: Workshop Findings: No concerns can be duplicated on mutiple test drives with differnet technicians. Customer does not want the vehicle, he stated he wants it bought back				
	01/22/2009 15:26:27:	US/Eastern: Raymond Moore: Open: Technician in Process: Advised to test drive and try to duplicate any concerns with the vehicle. Update the contact and call back. Thanks Ray				
	01/23/2009 17:48:31:	US/Eastern: Raymond Moore: Escalated: TFM in Process: Case is being escalated to TFM Steve Shupe due to times in and days down. Thanks Ray				
	01/24/2009 18:32:55:	US/Eastern: Steve Shupe: Escalated: TFM in Process: Please refer to email sent to you and Julio. Please answer questions asap.				
	01/28/2009 17:53:48:	US/Eastern: bert linau: Closing in Process: Dealer Complete: TFM WILLI CASTRO CHECKED VEHICLE TODAY AND VERIFIED NORMAL OPERATING CONDITIONS/				
CUSTERJ	02/26/2009 05:20:32 PM	Call To [REDACTED]				
		Supervisor LMTRMC at 805-698-2200; wait customer call.				
ARMITAR	02/26/2009 06:50:42 PM	Return Call From [REDACTED]				
		Customer seeks to speak with Supervisor. CA advised: Supervisor had gone home for the evening; offered assistance. Customer seeks to know if CA is a Supervisor. CA advised is not. Customer states: than CA cannot assist. CA advised would alert Supervisor to Customer call. CA to email Supervisor.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ARMITAR	02/26/2009 06:54:59 PM	E-Mail To James Custer; SUP				CA emailed SUP to advise on CUST call. Sup to call CUST.
LANCET	02/27/2009 11:48:37 AM	Call From [REDACTED]				Customer stated: seeking to speak with Supervisor. CA advised: Supervisor not in the office yet; can advise Supervisor of Customer call. Customer stated: will wait for Supervisor call. Supervisor to call Customer.
ARMITAR	02/27/2009 12:08:12 PM	Call From [REDACTED]				Customer seeks to speak with Supervisor. CA to contact Supervisor.
ARMITAR	02/27/2009 12:08:44 PM	Face-To-Face With James Custer				CA advised of Customer call. Supervisor advised not available to speak with Customer at the moment; will call later this afternoon. CA to return to owner.
ARMITAR	02/27/2009 12:09:37 PM	Return To [REDACTED]				CA advised: Supervisor was in a meeting currently; Supervisor would return call this afternoon. Customer states: feels this matter is very urgent. CA advised as soon as Supervisor was out of this meeting, would advise of Customer call and ask he return call. Supervisor to call Customer.
ARMITAR	02/27/2009 01:02:27 PM	Call From [REDACTED]				Customer seeks to speak with Supervisor. CA to contact Supervisor.
ARMITAR	02/27/2009 01:04:09 PM	Face-To-Face With James Custer				CA advised of Customer call. Supervisor to take call. CA to return to owner.
ARMITAR	02/27/2009 01:04:39 PM	Return To [REDACTED]				CA advised would transfer. CA to transfer.
ARMITAR	02/27/2009 01:05:08 PM	Transfer To James Custer				CA transferred. Supervisor to take call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CUSTERJ	02/27/2009 01:13:51 PM	Continued Comment With	[REDACTED]			

Customer states: was told by CA that Audi will stand behind warranty on vehicle; inquired where else he can pursue concerns as he does not feel vehicle is safe and the next time concern occurs it could injur his family; states Audi is not willing to do anything for him because nothing shows up in the computer. Supervisor advised: Audi is committed to repairing vehicle according to warranty; steps were taken to pursue diagnosis to the extent of sending out a factory rep to assist in diagnosis which extended beyond just checking the computer; advised customer unless there is a demonstrable concern, Audi will not authorize repairs; if customer is interested in pursuing avenues to get out of vehicle, he will need to pursue this outside of AoA; referred customer to consumer protection booklet. No further action.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi A3 2.0T FWD						
[REDACTED]	080242429	Audi Loyalty	WAUNF78P78A [REDACTED]	10		Unknown 422A62 Pr. Part: 3885-Mechatronics Pr. Rsn: 33D Critical Alert
CAMPBETA	07/01/2008 08:37:43 AM	Note To CCC				
	CA to follow up on case per Critical Alert.					
	Description: Mechatronics Loaner: No/None available How were parts ordered: Daily Order Part-ID: 3900-Automatic Transmission-Internals					
MILZA	07/03/2008 11:51:19 AM	Note From Janice				
	In note date 07/02/08, Parts associate advised part shipped from Germany on 07/02/08 via FedEx. Parts associate advised tracking information provided as available. CA to call Dealer 422A62.					
MILZA	07/03/2008 11:55:48 AM	Note From Phil Ortega		422A62		
	DP from Dealer 422A62 entered note in Critical Alert file dated 06/30/08 advising vehicle is sold and has been contracted, also advised Customer wants to back out of transaction due to delay of part. CA to call Dealer 422A62.					
MILZA	07/03/2008 01:17:24 PM	Call To Jim		422A62		
	CA advised part shipped on 07/02/08 via FedEx. CA advised method of shipment may mean that part will arrive soon. CA advised note in Critical Alert file from DP states Customer expressed desire to exit transaction due to part delay. Service Advisor from Dealer 422A62 advised Customer has not stated this and Service Advisor has not heard Customer express any negative sentiments. Service Advisor advised person who entered that comment in Critical Alert file is in the parts department. Service Advisor also advised it would not be likely that personnel in parts department would have contact with Customer. CA inquired if Service Advisor knows name of Customer's salesperson. Service Advisor advised salesperson is Bill Fogg and his extension is 1212. CA advised will contact Salesperson regarding comment in Critical Alert file. CA to call Dealer 422A62.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	07/03/2008 01:27:10 PM	Call To Bill Fogg, gen. sales mgr.	422A62			CA advised part has shipped from Germany via FedEx, advised part may arrive soon. CA advised of note in Critical Alert file and inquired if Sales Manager of Dealer 422A62 has spoken with Customer regarding possible cancellation of transaction. Sales Manager advised he is the general sales manager for four brands sold by the dealership and advised Customer did express frustration regarding delay in obtaining part. CA inquired if CA should speak with Sales Manager Dave Zoesch regarding this and General Sales Manager advised yes. General Sales Manager advised Sales Manager is off today and will not be in tomorrow due to the Independence Day holiday, but will be in the office on Monday 07/07/08. General Sales Manager advised Customer's salesperson is Bob Levine. General Sales Manager advised he will let Customer's salesperson know that part has shipped when he arrives in office today at noon. CA advised will contact Customer to advise that part has shipped and it on its way to the dealer. CA to call Customer.
MILZA	07/03/2008 01:35:40 PM	Voice Mail To [REDACTED]				CA LVMM advising calling to advise that part has shipped and will arrive via FedEx. CA advised does not have ETA for delivery but advised part may arrive soon. CA advised will monitor and advise if CA obtains an ETA for arrival. CA apologized for vehicle concerns and frustration. CA advised certainly understands frustration given that Customer has not been able to pick up vehicle yet. CA reiterated apology and thanked Customer for his patience during this time. CA advised if Customer has any questions or concerns to discuss, please call. CA provided Loyalty number. CA advised office will be open today 07/03/07 until 6:00 eastern time and will be closed tomorrow for the Independence Day holiday. CA advised office will reopen on Monday 07/07/08. CA to call Dealer 422A62 to confirm part has arrived and to speak with Sales Manager.
MILZA	07/08/2008 02:26:11 PM	Call From [REDACTED]				Customer states unable to return CA's call until now but advised appreciates that CA contacted Customer. Customer states part arrived from Germany last Wednesday but advised part arrived damaged and had to be reordered. CA apologized. Customer states he believes new part was ordered last Thursday 07/03/08. Customer states has received excellent service and communication from both Salesperson Bob Levine and Sales Manager David Zoesch and does not hold them responsible for what has happened. Customer expressed concern that nearly thirty days have passed since Customer purchased vehicle. Customer advised spoke with personnel at Dealer 422A62 about changing in-service date on vehicle. CA inquired if Customer was advised of anything. Customer states Salesperson advised he would look into it. Customer also advised he has thirty days to insure vehicle and is not certain what happens if that timeframe is not met. CA advised unable to speak to this but will contact sales staff at Dealer 422A62 to inquire about insuring vehicle and possible change to in-service date. CA advised will also contact Parts department at Dealer 422A22 and inquire if an ETA for part is available. CA apologized again for concerns. Customer reiterated that he is very pleased with how situation has been handled by his salesperson and the sales manager and that there is no point in "yelling" about current concern. CA advised will contact Customer as soon as CA has part ETA. Customer provided cell phone number [REDACTED] and thanked CA for her assistance. CA to call Parts department at Dealer 422A62.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	07/08/2008 02:35:19 PM	Note To a				CA researched to determine if a Critical Alert has been opened. Critical Alert for part is open and note from Parts associate dated 07/08/08 advises that Germany advised "the item is blocked in the goods-in." Note from Parts associate also advises that Germany states part is expected to ship this week but no specific date provided. CA to call Customer to provide update and to call Dealer 422A62 Parts manager.
MILZA	07/08/2008 02:49:51 PM	Voice Mail To David Green		422A62		LMTRMC. CA provided Customer name and last 8 of VIN. CA advised has spoken with Customer and is aware part arrived damaged. CA inquired if Parts Manager of Dealer 422A62 has ETA for replacement part. CA also inquired if part will be packed more securely to prevent damage in transit. CA to wait Dealer 422A62 call. CA to contact field personnel regarding change of in-service date.
MILZA	07/08/2008 03:04:06 PM	E-Mail To Jeffrey Jacobsen				CA provided VIN and dealer code and advised vehicle has been sold but not delivered. CA advised concern was identified during PDI and part was ordered to address. CA advised part arrived damaged and new part has been ordered but no ETA for shipment from Germany available at this time. CA advised Customer has been very understanding and has high praise for how his salesperson and sales manager of Dealer 422A62 have handled situation. CA advised Customer expressed concern that warranty period has started even though Customer has not taken delivery of vehicle. CA advised Customer inquired if in-service date can be changed and posed this question to his salesperson. CA inquired if under the circumstances warranty in-service date can be changed. CA to wait reply from ASM.
MILZA	07/09/2008 10:28:06 AM	Note From Janice Stonewall				In note dated 07/09/08, Parts associate advised part is expected to ship in 1-2 days with delivery 5-7 days after shipping. CA to call Customer.
MILZA	07/09/2008 01:33:23 PM	E-Mail From Jeffrey Jacobsen				ASM advised he is exploring options and will follow up with CA when more information is available. ASM advised hopes to follow up with CA in the next day or so. CA to call Customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	07/09/2008 02:52:08 PM	Call To	[REDACTED]			CA advised part either shipped today 07/09/08 or will ship tomorrow 07/10/08. CA advised part should arrive at Dealer 422A62 the early part of next week. CA also advised has contacted field representative regarding vehicle in-service date and was advised that ASM is looking into this and will follow up with CA soon. CA inquired if requirement that vehicle be insured within thirty days of purchase is a state law or a requirement of Customer's insurance company. Customer advised he does not know. Customer states was advised of thirty-day period by Dealer 422A62 finance department. Customer states has AAA insurance and advised does know that AAA will not insure a vehicle sight unseen. CA advised will contact Dealer 422A62 finance department. CA advised personnel there may not be aware that vehicle is in need of repair and advised will inform personnel of this and encourage them to speak with Customer's salesperson and the sales manager regarding vehicle insurance. CA advised will also contact Customer with more specific information regarding shipping of part as this information becomes available. Customer states really appreciates that. CA to call Dealer 422A62.
MILZA	08/13/2008 01:29:19 PM	E-Mail To Jeffrey Jacobsen				CA inquired if vehicle in-service date will be changed due to repairs needed after PDI discovered concern. CA advised it appears repairs have been completed. CA advised has not followed up with Customer as CA is first seeking to know if in-service date will be adjusted. CA to wait reply from ASM.
MILZA	08/13/2008 01:31:12 PM	E-Mail From Jeffrey Jacobsen				CA received out-of-office reply stating ASM will not have access to email until 08/15/08. CA to wait reply from ASM.
MILZA	08/19/2008 04:52:13 PM	E-Mail From Jeffrey Jacobsen				ASM advised is working with AASM to reset vehicle in-service date. ASM advised change should take place soon but will update CA when adjustment has been completed. CA sent reply thanking. CA to call Customer.
MILZA	08/20/2008 02:02:29 PM	E-Mail From Jeffrey Jacobsen				ASM advised AASM Chris Stokoe is handling resetting of in-service date. CA to call Customer.
MILZA	08/20/2008 02:05:28 PM	Note To a				Per file 80266479, Customer has been given one lease payment.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MILZA	08/20/2008 02:08:16 PM	Voice Mail To	[REDACTED]			CA LVMM advising has received word from AoA personnel that vehicle in-service date will be changed in light of repair that prevented Customer from taking delivery of vehicle. CA provided Loyalty number and advised Customer to call with any questions. No further action pending possible return call.
MILZA	08/20/2008 02:18:17 PM	Call From	[REDACTED]			Customer states just wants to thank CA for leaving message regarding change of in-service date. Customer states had spoken with personnel at Dealer 422A62 about this and was advised the date would be changed but does appreciate it that CA called. CA inquired if vehicle is operating to Customer's satisfaction. Customer advised vehicle is "brilliant." CA thanked Customer again for his patience, advised Customer's experience did not start well but CA is pleased concerns have been resolved. Customer states is very pleased with the service he has received from Dealer 422A62. Customer agreed that ownership experience did not start well but at the same time, experience has been great. CA advised understands. CA thanked Customer for calling. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi A3 2.0T FWD						
[REDACTED]	080373974	Customer Relations	WAUNF78P98A [REDACTED]	15,000		Complaint 425F12 Pr. Rsn: 69C Dealer Referred Customer to CARE
KLEINH	11/14/2008 02:24:03 PM	Call From [REDACTED]				
	Customer states trouble with drive train hesitation; Service Advisor Steven Bradford at Dealer 425F12 advised Customer to call CR to file a claim to report the issue to Audi. CA to transfer to Audi Southern.					Complaint 425F12 Part: 4041-Driveshaft Rsn: 56E Hesitation
BANKSL	11/14/2008 02:32:43 PM	Continued Comment With [REDACTED]				
	Customer states that his vehicle is currently at dealer 425F12 being serviced for transmission concerns; was told by the SA to contact CR to file a claim; not sure what repairs are needed at this point nor why dealer advised to contact CR; not happy this is a concern so soon. Customer is seeking to know what will happen from here. CA advised customer that all vehicle concerns are taken very seriously; will follow up with dealer to ensure all technical resources are being utilized in servicing vehicle; will follow up with customer no later than 11/18/08 to provide updates on vehicle. CA to contact dealer 425F12.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BANKSL	11/14/2008 04:01:18 PM	E-Mail To Troy Lousteau		425F12		

***** Email to troylousteau@brianharrisaudi.com; *****

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

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

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 A3

VIN: WAUNF78P98A [REDACTED]

Customer is Seeking: updates on the diagnosis that is being performed on vehicle; please make CA aware of vehicle concerns and what is currently being done to resolve it; customer was alarmed when the Service Advisor told him to contact Audi to file a claim and was not explained why he should be doing this and wondered if vehicle is being repaired under warranty. Please provide updates at earliest convenience.

Dealer Section:

Please advise us of the following:

What is the ETA for the repair to be completed?

Has the field been involved?

Has the hotline or TFM been contacted?

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

Thank you in advance for your consideration.

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

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

<u>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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Lisa Banks
(248) 754-3521

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CA to wait dealer 425F15 email

BANKSL 11/17/2008 11:38:12 AM Call To Troy 425F12

CA advised Service Manager of customer's concerns of being told to contact AoA. Service Manager advised that he know the customer was told that they would have to contact Audi to assist in diagnosing the vehicle; customer was never told to contact Audi and the only reason why he would have been told that is if customer wanted to know how he file a complaint; techline has been contacted to diagnose vehicle; customer complained of hesitating upon accelerating at a red light, jerk when going into gear, and hard to shift into first gear; awaiting feedback from techline to find out how to proceed with diagnosis. CA advised Service Manager that CA will contact Service Manager on 11/19/08 for updates. CA to contact customer.

BANKSL 11/18/2008 03:20:07 PM Voice Mail For [REDACTED]

CA advised customer that CA is still in the process of working with dealer 425F15 to diagnose vehicle to determine what repairs are needed and how much longer the vehicle will be in service; will have more updates no later than 11/21/08. CA to contact dealer 425F15.

BANKSL 11/21/2008 11:56:45 AM Call To Steven 425F12

CA inquired to Service Advisor if there are any updates in regards to customer's vehicle. Service Advisor advised that techline instructed to order a mechatron and have that replaced and the n further diagnose to determine what additional repairs are needed. CA to contact customer.

BANKSL 11/21/2008 12:03:49 PM Voice Mail For [REDACTED]

CA advised customer that CA is still in the process of working with dealer 425F15 to address concerns with vehicle will follow up with additional updates on 11/26/08. No further action pending follow up on 11/26/08.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BANKSL	11/26/2008 11:24:57 AM	Call To Steven		425F12		
	CA inquired to Service Advisor if there are any updates on customer's vehicle. Service Advisor advised CA that the part has come in, has been replaced, and right now all fluids are being topped off, will test drive vehicle and then have the customer come in and test drive vehicle and if everything works out will have customer take vehicle home today. CA to contact customer.					
BANKSL	11/26/2008 05:32:26 PM	Voice Mail For [REDACTED]				
	CA advised customer that CA is just following up to make him aware that the part has come in and vehicle may be available for pick up today but will follow up again on 12/2/08 to ensure customer is satisfied with the repairs that were perform if vehicle has been returned. CA to contact dealer.					
BANKSL	12/01/2008 12:10:53 PM	Call To Troy		425F12		
	CA inquired to SM if customer's vehicle has been repaired. SM advised that it is and customer has been contacted to pick up vehicle but has not done so. CA to contact customer.					
BANKSL	12/01/2008 12:11:47 PM	Call To [REDACTED]				
	CA advised customer that vehicle is complete with the repairs needed and is available for pick up if there are any concerns or questions do not hesitate to contact CR back. No further action.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi A3 2.0T FWD						
[REDACTED]	080379525	Customer Relations	WAUHF78P18A [REDACTED]	13,278		Complaint 426A38 Pr. Part: 3435-Transmission Pr. Rsn: 56E Hesitation
HOERAUA	11/20/2008 02:58:20 PM	Call From [REDACTED]				Complaint 426A31 Part: 3435-Transmission Rsn: 56E Hesitation
		Customer states: has been to several dealerships regarding vehicle concern; wants to meet with a regional Audi representative to have them drive the vehicle themselves; vehicle is accelerating/jerking; when put in reverse the vehicle moves, slows down, then launches backwards at higher speed; mother in law was driving vehicle and nearly backed over Customer's children; is safety issue; when vehicle is put in first gear it jerks as well; do already have attorney involved and possibly thinking about class action lawsuit; took to two independent dealerships who said that either the vehicle is engaging early or the turbo needs to be downtuned; has been to three Audi dealerships (426A38, 426A49, and 426A31 where originally purchased vehicle) who have said vehicle operating to specs; feels that Audi needs to help with concern; own 6 other vehicles, none of which are Audi and have this concern; do not mean to make a threat but need problem resolved; do appreciate the level of professionalism with which CA is handling said concern. CA advised: will document concerns and locate customer advocate to further assist Customer. CA to call region.				
HOERAUA	11/20/2008 03:01:51 PM	Call To Andraya Sabourin				Complaint Rsn: W05 Escalate to Executive Coordinator
		Associate advised: CA should go through executive case queue since concern is related to unintended acceleration. CA to call queue.				
HOERAUA	11/20/2008 03:08:38 PM	Call To executive queue				
		Executive queue associates assisting other Customers; CA to return to Customer.				
HOERAUA	11/20/2008 03:09:14 PM	Call To [REDACTED]				
		(Customer inadvertently got disconnected; CA called Customer). CA advised: concern have been documented; would like to escalate concern since deals with unintended acceleration; will be contacted by member of executive support team. CA to alert executive support team.				
HOERAUA	11/20/2008 04:33:15 PM	Assigned To HOERAUA				
HOERAUA	11/20/2008 04:33:39 PM	Assigned To executive case handling				
		Executive case support to handle as appropriate. Please use telephone number [REDACTED] to contact Customer. Thank you.				

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

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

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

DABISHC 11/20/2008 05:11:36 PM Assigned To DABISHC

DABISHC 11/20/2008 06:12:58 PM Call To [REDACTED]

TA advised: calling to obtain further information from Customer; apologized for length of time it took TA to call Customer. Customer states: everyone he has spoke with has been very polite, and professional; more then willing to cooperate with AoA to get this issue resolved; feels the vehicle transmission is to aggressive for the vehicle; every time he presses the accelerator pedal the vehicle starts to aggressively accelerate and does not give the driver time to warm up to the vehicle; brake pedal applied stops the vehicle, but as soon as brake is let go the vehicle starts to lunge again, and when gas pedal is pressed it lunges even more aggressive; every Audi Dealer he has taken the vehicle to has told Customer they are aware of this issues, and told Customer the vehicle was designed this way; Customer finds it hard to believe this is the case; seeking for the vehicle to be inspected by someone from AoA, factory representative or engineer; will be on vacation all next week, and leaves on Saturday; willing to leave the vehicle at the Dealer for the entire week to get this sorted out. TA advised: will call the Dealer to advise Customer will be dropping the vehicle off; TA will also coordinate to see if vehicle needs to be inspected by factory representative or AoA engineer; follow up from TA tomorrow. TA to call Dealer.

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

<u>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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DABISHC 11/20/2008 06:27:25 PM Continued Comment With [REDACTED]

Customer Description-Checklist Questions

Customer Name: [REDACTED]

Listen Case Number: 80379525 Date of Occurrence: ALL THE TIME

Current Location of vehicle: CLIENTS RESIDENCE Available for inspection? 426A38

Chassis No. (17-digit): WAUHF78P18A [REDACTED] Mileage: 13,2657

Exact description of situation before occurrence of the alleged fault (e.g. speed, driving time, engine cold/warm, incline/descent, transmission: position of shifter (D or S, tiptronic)

VEHICLE IS DRIVEN LESS THEN 10MPH; EVERY TIME THE ACCELERATOR PEDAL IS PRESSED THIS IS OCCURRS WITH THE VEHICLE; ALL TYPES OF SURFACES INCLINE DECLINE OR LEVEL; HAPPENS WHEN THE VEHICLE IS IN DRIVE OR REVERSE.

Exact description of situation when the alleged fault occurred (e.g. when driving at the same speed / reduce accelerator pressure/ press gas pedal/ acceleration, shifting from gas to brake pedal, shifting gear with selection lever / paddle/ Tiptronic/ tip switch, duration of failure mode?)

WHEN VEHICLE IS PUT INTO GEAR (REVERSE OR DRIVE), THE VEHICLE HAS A VERY AGGRESSIVE ACCELERATION WHEN THE BRAKE PEDAL IS RELEASED, BRAKE HAS TO BE APPLIED, THEN ONCE THE GAS PEDAL IS HIT THE VEHICLE AGAIN ACCELERATES AGGRESSIVELY. OTHER VEHICLES HAVE A SOFT DELAY WHEN A GEAR IS SELECTED, BUT IN HIS VEHICLE THE RESPONSE IS EXTREME.

How did the driver recognize the alleged fault? (e.g. engine speed gauge, engine sound, speedometer, acceleration or deceleration)

AGGRESSIVE ACCELERATION/LUNGE.

How did the driver react? (e.g. by using the brake, clutch, selection lever, accelerator pedal, Cruise control, ignition or Stop-Button (with Keyless-Systems)

HIT THE BRAKE PEDAL.

How did the vehicle purportedly react after the action of the driver?

VEHICLE STOPPED IMMEDIATELY AFTER HITTING THE BRAKE, BUT WHEN FOOT IS TAKEN OFF THE BRAKE THE VEHICLE DID NOT HAVE A SLOW ACCELERATION BUT A QUICK ACCELERATION.

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

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

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

Exact description of situation after occurrence of the alleged fault: (e.g. throttle

DABISHC 11/20/2008 06:28:32 PM Continued Comment With [REDACTED]

Exact description of situation after occurrence of the alleged fault: (e.g. throttle response OK or no throttle response after occurrence of the alleged fault, or only after restart?)

NOTHING CHANGED IN THE THROTTLE RESPONSE. SAME AGGRESSIVE RESPONSE.

Were any warning lamps on? (e.g. EDL, EPC, ABS etc.) NO

Weather conditions: (e.g. sunny, Temp.) NORMAL TEMPERATURE NOTHING BELOW 45 DEGREES AND NOTHING ABOVE 80 DEGREES

Road conditions: (e.g. dry, slippery) DRY

#Occupants in vehicle: 1

Is the costumer familiar with the usage of the Tiptronic? yes X0 no 0

Has the engine been performance-tuned (according to customer)? yes 0 no 0,X

When was the last time the vehicle was washed and vacuumed? YESTERDAY

Were the floor mats removed? YES

Were they properly secured after vacuuming? YES

TA to contact AASM.

DABISHC 11/20/2008 06:39:37 PM Voice Mail To Ted Romano 426A38

TA LMTRMC. TA to contact AASM.

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

09/23/2009

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

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

DABISHC 11/20/2008 06:39:57 PM E-Mail To Laura Hudson

██████████
2008 A3 13,278
WAUHF78P18A ██████████
Listen case: 80379525
Sonnen Motorcars 426A38

Re: Alleged Unintended Acceleration

Laura,

Hope this email finds you well.

I'm helping out with safety escalations, and PL cases while Brad Hollister is out. This client is claiming the vehicle accelerates unintended all the time regardless of the circumstances. He has requested someone from AoA inspect the vehicle as he does not feel safe anymore. The client will be on vacation all next week, and will drop the vehicle off tomorrow or Saturday at Sonnen. I left a message for Ted over at Sonnen to give him a heads up. Thanks for the help and support.

Best,

Christopher Dabish
Audi Team Assistant
Audi of America Inc.
Customer Care
3499 Hamlin Road
Rochester Hills MI 48309
United States of America
Tel. +1 248 754 3435
Fax. +1 248 754 6521
mailto:christopher.dabish@audi.com
http://www.audiusa.com

TA to wait for field contact.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TATEA	11/21/2008 09:58:44 AM	E-Mail To Julie Stucky				Fowarded completed form to Julie reporting incident.
TATEA	11/21/2008 09:59:23 AM	E-Mail To Laura Hudson & J. Stucky				Sent veh incident report to Laura (cc: Julie) requesting she keep me informed on case progress.
TATEA	11/21/2008 11:09:14 AM	E-Mail From Julie Stucky				Rec'd email that Julie sent to both Laura Hudson and myself indicating she will get tech experts involved if nec. She will be primary contact with dealer.
DABISHC	11/21/2008 04:40:12 PM	Call To [REDACTED]				TA advised: everything seems to be in place for Customer to drop off vehicle. Customer states will do so tomorrow morning. TA to assign to RC.
DABISHC	11/24/2008 12:36:43 PM	Assigned To HOLLISBR				
HOLLISBR	11/26/2008 05:50:15 PM	E-Mail From Julie Stucky				Product support states the vehicle hasn't been taken to dealer. RC to follow up.
HOERAUA	12/01/2008 03:30:19 PM	Call From [REDACTED]				Customer states: currently have case underway; had Vehicle at Dealer for a week; Dealer stated vehicle is operating to manufacturer's specifications; however they understand Customer concern; have no complaint with service from Audi- it has been wonderful; own 10 vehicles total; previously Mercedes repurchased one of his vehicles; do not want to make threat but have legal people in place if need be; want either Audi to buy vehicle back or help pay to get into new vehicle; am perfectly willing to pay to get into another vehicle because bought vehicle over Internet and understood that should have test driven it first; vehicle is a safety threat to his household; Independent dealers state that there is something wrong with the transmission; seeking to hand case over to legal action if need be. CA advised: do understand that Customer case is still open and being actively worked on; will update respective Supervisor and RC of Customer's statements so that next action can be evaluated; someone from CCC will get in contact with Customer to update on what action will be taken next on case. CA to email RC to notify of updates.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOERAUA	12/01/2008 03:38:17 PM	E-Mail To Brad Hollister- Exec Case S				
		CA emailed Exec Case Support associate to update on case. Exec Case Support associate to handle accordingly.				
HOLLISBR	12/01/2008 04:41:15 PM	Voice Mail To Ted Ramano		426A38		
		RC LVMM inquiring when vehicle has been at 426A38. RC to call owner.				
HOLLISBR	12/01/2008 04:44:46 PM	Call To [REDACTED]				
		Customer states dropped the vehicle off 11/22/08 and picked it up this morning. RC advised will update product support and contact customer this week. RC to e-mail PL.				
HOLLISBR	12/01/2008 04:48:45 PM	E-Mail To Julie Stucky				
		Provided update to product support. Wait product support.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	12/03/2008 01:22:41 PM	E-Mail From Ted Ramano	426A38			

Hi Julie,

Yes he was here with a transmission shifting concern on his DSG transmission. We verified the fluid level was correct and check for any fault codes, none present. The shop foreman went for a ride with the customer and explained that even in auto mode the DSG transmission shifts differently from an automatic transmission. Vehicle is operating as designed.

Thanks,

Tedd

p.s.

The ro# 244833 was opened on 11/25/08 closed on 11/28/08.

HOLLISBR	12/03/2008 01:23:04 PM	E-Mail From Julie Stucky
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Hi Brad,

I spoke with the TFM and he advised that he is available anytime next week. Please ask the customer when is a good time for them so we can firm up the date/time and inform the dealer.

Thanks!

RC to call owner.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	12/03/2008 01:26:41 PM	Call To [REDACTED]				RC advised that we would like to send TFM out to inspect vehicle, meet with owner, drive vehicle. Customer states there may be a concern with the vehicle above its design, but design is flawed as well. Customer states please call back. RC to call product support.
HOLLISBR	12/03/2008 01:28:58 PM	Call To Julie Stucky				RC provided update. RC to call owner.
HOLLISBR	12/03/2008 02:01:47 PM	Call To [REDACTED]				RC advised owner that TFM would like to inspect vehicle, drive with owner, see what's going on with the vehicle. RC inquired when next week is good with customer. Customer states 9AM Tuesday morning. RC advised would have that set up. Customer states please e-mail confirmation to eckhardevers@yahoo.com. RC to e-mail product support.
HOLLISBR	12/03/2008 02:25:07 PM	E-Mail To Julie Stucky				RC updated product support; requested confirmation. Wait product support.
HOLLISBR	12/05/2008 10:50:48 AM	E-Mail From Julie Stucky				RC recieved note, including confirmationf rom TFM Steve Shupe that 12/9/2008, 9AM at 426A38 is now scheduled for this owner/vehicle. RC to document e-mail.
HOLLISBR	12/05/2008 10:51:45 AM	E-Mail From Julie Stucky				RC recieved e-mail from product support to dealer 426A38 advising dealer of inspection date and time. RC to e-mail owner.

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

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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HOLLISBR	12/05/2008 11:00:37 AM	E-Mail To [REDACTED]				
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This note is to confirm the scheduled appointment at Sonnen Motorcars on Tuesday, December 9, 2008, at 9:00 AM. Our Technical Field Manager, Mr. Steve Shupe, will be present to test your vehicle with you and determine the technical aspects of your complaint.

I anticipate Mr. Shupe's findings and will follow up with you on December 9. If you have any questions in the interim, please feel free to contact me directly. Thank you for the opportunity to respond to your inquiry.

Brad Hollister
 Executive Case Support

Audi of America, Inc.
 Audi Customer CARE
 3499 West Hamlin Road
 Rochester Hills, MI 48309
 United States of America

Tel. +1 248 754 3583
 Fax. +1 248 754 3821
 mailto:brad.hollister@audi.com
 Follow up 12/9.

HOLLISBR	12/09/2008 02:57:05 PM	E-Mail From Julie Stucky				
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Received note that TFM found the vehicle is operating as intended; customer not happy with the way vehicle is designed. RC to call owner.

HOLLISBR	12/09/2008 04:12:27 PM	Call To [REDACTED]				
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RC advised owner following up on TFM visit. Owner states the TFM advised the vehicle was operating to manufacturer's specifications, but made some small adjustments, made a small difference, but customer still not happy with vehicle. Customer is working with Greg at 426A38 to trade into a new vehicle. RC advised will follow up this week. RC to research.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	12/10/2008 03:33:32 PM	Voice Mail From [REDACTED]				Customer states that he test drove an Audi A3 with quattro and it was 100% better than his Audi A3 CVT. RC to research.
HOLLISBR	12/11/2008 04:06:27 PM	E-Mail To Anna Tate				RC advised would like to provide something such as a friends and family certificate. Wait response.
HOLLISBR	12/11/2008 04:06:49 PM	E-Mail From Anna Tate				Supervisor states that would be ok, let supervisor know when its needed. RC to call dealer.
HOLLISBR	12/11/2008 04:08:31 PM	Call To Rod Hilare		426A38		Dealer general sales manager state the customer did test drive a 2009 Audi A3 with Allan Knight. RC advised that RC wants to offer a friends and family certificate to owner, inquired if the dealer would lose money based on that deal. Dealer states appreciates the concern, but no, dealer would be reimbursed for the difference. RC advised would offer to owner. RC to call owner.
HOLLISBR	12/11/2008 04:16:56 PM	Call To [REDACTED]				Customer states test drove multiple vehicles. RC offered Friends and Family Certificate at \$500 over invoice. Customer states dealers are offering \$100 over invoice. Customer states doesn't want to pursue lemon law, wants everyone to pitch in a little bit. RC advised follow up 12/15. RC to contact field.
HOLLISBR	12/11/2008 04:27:09 PM	E-Mail To Laura Hudson, Steve Shupe				RC advised of conversation with owner. Wait reponse.
HOLLISBR	12/15/2008 05:09:22 PM	E-Mail From Steve Shupe				TF states in e-mail that vehicle is operating as in tended, customer is not happy with the way the DSG Tranmission operates in hilly areas. TFM states adjust hill hold assist values to make it a little smother, TFM was able to drive vehicle in much smoother fashion. RC to document e-mail.
HOLLISBR	12/15/2008 05:11:40 PM	E-Mail From Laura Hudson				AASM copies Med/Arb in e-mail, hesitant to do anything with vehicle as it is operating to manufacturer's specifications, unable to do trade assist in California. RC to e-mail AASM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	12/15/2008 05:13:40 PM	E-Mail To Laura Hudson; CC Doug G:				RC sent message seeking update. Wait response.
HOLLISBR	12/15/2008 05:14:25 PM	E-Mail From Doug Gambino				Med/Arb states no involvement. RC to contact AASM.
HOLLISBR	12/15/2008 05:24:03 PM	Call To [REDACTED]				Customer states made another appointment at the dealership for jerkiness. Customer states TFM has advised that this is something he cannot change. Customer states the appointment is on Thursday morning at 426A38. Customer states may to go Rector. RC requested customer notify RC if it changes. RC to follow up.
HOLLISBR	12/23/2008 02:42:58 PM	Voice Mail To Ted Ramano		426A38		RC LMTRMC. Wait dealer call.
HOLLISBR	12/30/2008 03:08:03 PM	Call To Jenny		426A38		Dealer service manager not available. Dealer states the vehicle was last in on 12/18/2008, dealer has noted that it appears customer is attempting to have vehicle bought back. Dealer states that on 12/18 customer complained that the transmission is unpredictable, TFM had previously adjusted transmission. Dealer states technician noted that the vehicle was operating to manufacturer's specifications. Dealer states also changed a rear brake light. Dealer states no noise present in the pilar. RC to call AASM.
HOLLISBR	12/30/2008 03:40:08 PM	Voice Mail To Laura Hudson				RC LMTRMC. Wait call.
HOLLISBR	01/05/2009 04:55:59 PM	Call From Laura Hudson				AASM and RC agreed that no assistance could be provided to owner as vehicle is operating as intended. RC to call owner.
HOLLISBR	01/05/2009 04:59:13 PM	Call To [REDACTED]				Voicemail box not set up yet. RC to attempt home phone.

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>
HOLLISBR	01/05/2009 05:00:11 PM	Call To Wrong Number				415-385-5212 listed as home number incorrect. RC deleted. RC to try business phone.
HOLLISBR	01/05/2009 05:01:07 PM	Voice Mail To [REDACTED]				RC LMTRMC. Wait call.
HOLLISBR	01/08/2009 08:40:13 PM	Voice Mail To [REDACTED]				Voicemail not set up. RC to call business phone.
HOLLISBR	01/08/2009 08:40:28 PM	Voice Mail To [REDACTED]				RC LMTRMC. No further action, 2nd attempt.
KLEINH	01/12/2009 05:07:22 PM	Call From [REDACTED]				Customer seeking vehicle was towed in to Dealer 426A31 on Saturday 1/10/09; Dealer diagnosis is still working on diagnosis; Customer is ready to take legal action; Customer is done with this vehicle and Customer has already had Mercedes buy back a vehicle and has all the right people in place to facilitate such action. Customer seeking to speak with Mr. Hollister. CA to review with Level 2.
KLEINH	01/12/2009 05:15:45 PM	Face-To-Face With Brad Hollister				CA advised Customer is seeking to speak with Level 2. Level 2 advised currently on the phone. CA to return to Customer.
KLEINH	01/12/2009 05:17:32 PM	Return To [REDACTED]				CA advised and that Level 2 associate will follow up with Customer as soon as he is able. CA to defer to level 2 for next course of action.
HOLLISBR	01/14/2009 03:25:07 PM	Call To Tedd Ramano		426A38		Dealer service manager states the last repair order for the vehicle was 12/18/2008. RC to call 426A31.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	01/14/2009 03:30:48 PM	Call To Roger Grey		426A31		Dealer service advisor states the was dropped off 12/23, dealer installed a new Mechatronics Control unit. Dealer states repair order was closed. Dealer states the part came in on 1/5 and a new Repair Order was opened, and a TCM was installed, Repair Order closed on 1/8. Dealer states that the customer called to advised the vehicle stalled and the ABS, ESP, and Brake lights were lit, engine revved, wouldn't move. Dealer states the alternator had a concern, part should be in tomorrow. Dealer states was aware of TFM visit. Dealer states customer complaint was that the vehicle surged when backing up. Dealer states TCM was installed per AoA Techline. Dealer states the vehicle should be ready this week. Dealer states customer is in a loaner car. RC to research.
HOLLISBR	01/14/2009 03:51:04 PM	Call To Laura Hudson				AASM cell straight to voicemail. RC to contact owner.
HOLLISBR	01/14/2009 05:04:04 PM	Call To [REDACTED]				RC advised of vehicle status. Customer states is purchasing an R8 right now through Livermore Audi and 426A31. Customer states wants out of the vehicle. RC advised would gather the proper paperwork and follow up 1/19. RC to call dealers.
DABISHC	01/16/2009 03:45:14 PM	Voice Mail To Janice		426A31		TA LVMM. TA seeking Repair Order to be sent to AoA CR; advised fax number. TA to call Dealer 426A38.
DABISHC	01/16/2009 03:52:07 PM	Call To Gene Frank		426A38		(Service Manager out today). TA LVMM. TA seeking Repair Order history for Customer to be faxed to CR; advised CR fax number, and Customer information. TA to wait for fax.
HOLLISBR	01/21/2009 04:16:59 PM	Voice Mail From Dennis Dolan		426A31		RC LVMM following up on repair history, requested that it be faxed. RC to call 423A38.
HOLLISBR	01/21/2009 04:37:35 PM	Call To Matt		426A38		RC requested dealer fax the repair history. Dealer states will do that. Dealer states customer did state that he would schedule his 3rd appointment soon so he can get out of the vehicle. RC to call owner.
HOLLISBR	01/21/2009 04:47:22 PM	Call To [REDACTED]				RC advised still after repair history. Customer states bought an R8 used from a gentleman and loves it. Customers tates is sure AoA is doing the righ thing. RC advised would follow up. Wait for fax.

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

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MARASHS	01/22/2009 09:03:49 AM	FAX From Matt		426A38		
		Fax in Doc Center.				
MARASHS	01/22/2009 09:08:42 AM	FAX From Ted Ramano		426A31		
		(2) Faxes in Doc Center.				
KLEINH	01/23/2009 12:05:56 PM	Voice Mail To [REDACTED]				
		CA LVMM at business phone number as cell phone voice mail box has not been set up per recorded message; CA advised RC is out of the office and CA is following up on his behalf; Documents were received from Dealer and RC will follow up with Customer by COB 1/27/09. CA to defer to RC for next course of action.				
HOLLISBR	01/27/2009 05:30:14 PM	Reviewed By Brad Hollsiter				
		Vehicle repair history shows 24 days down, includes TFM adjustment to hill hold assist, new TCM, and new alternator installed. RC to call AASM.				
HOLLISBR	01/27/2009 05:33:11 PM	Call To Laura Hudson				
		AASM cell phone to voicemail. RC to e-mail AASM.				
HOLLISBR	01/27/2009 05:47:40 PM	E-Mail To Laura hudson				
		RC sent e-mail to AASM with case notes, repair history, seeking AASM input. RC to call customer.				
HOLLISBR	01/27/2009 05:49:44 PM	Call To [REDACTED]				
		RC attempted to call owner, voicemail not set up. RC to attempt home number.				
HOLLISBR	01/27/2009 05:52:04 PM	Call To Home Number				
		Other states wrong number, do not call ever again, used profanity. RC advised apology and removed number from system. Number not documented as to ensure that no further calls are made. RC to attempt to call customer again.				
HOLLISBR	01/27/2009 05:58:46 PM	Call To [REDACTED]				
		RC LVMM advising follow up 1/28. Wait field contact.				

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HOLLISBR	01/28/2009 03:19:48 PM	Voice Mail From Laura Hudson				AASM LMTRMC. RC to call AASM.
HOLLISBR	01/28/2009 03:21:14 PM	Voice Mail To Laura Hudson				RC LMTRMC. Wait field contact.
HOLLISBR	01/29/2009 05:19:30 PM	Voice Mail From Laura Hudson				AASM LVMM inquiring if the date out is the RO close date or tech punch. AASM states would like to see repair orders. RC to e-mail AASM.
HOLLISBR	01/29/2009 05:36:19 PM	E-Mail To Laura Hudson				<p>From: Hollister, Brad Sent: Thursday, January 29, 2009 5:31 PM To: Hudson, Laura Subject: [REDACTED]</p> <p>The repair orders are attached. The close dates are the RO close dates. [REDACTED] is a great enthusiast, loves his new R8 and has a V10 R8 on order as well.</p> <p>Brad Hollister Executive Case Support</p>
HOLLISBR	01/29/2009 05:36:40 PM	Call To [REDACTED]				RC advised working with region on case, follow up 2/2. Customer states loves his new R8, ordered a V10 R8 as well. Wait field contact.

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HOLLISBR	02/03/2009 04:47:15 PM	E-Mail From Laura Hudson				
<p>From: Hudson, Laura Sent: Monday, February 02, 2009 8:59 PM To: Hollister, Brad Subject: RE: [REDACTED]</p> <p>What is this regarding? What is the customer seeking? Haven't we already looked at this one?</p> <p>Laura Hudson</p> <p>Area After Sales Manager</p> <p>Tel. +1 916 367 1302</p> <p>Fax. +1 916 649 3068</p> <p>http://www.audiusa.com/ RC to call AASM.</p>						
HOLLISBR	02/03/2009 04:48:02 PM	Voice Mail To Laura Hudson				
RC LMTRMC. Wait field contact.						
HOLLISBR	02/04/2009 06:49:04 PM	Call From Laura Hudson				
AASM states this is a difficult situation as trade assist is not legal in the state of California, vehicle would be branded if there were any action of that type. AASM states can't do this with a vehicle that is operating as intended. RC to call AASM.						
HOLLISBR	02/04/2009 06:49:53 PM	Call To Laura Hudson				
Received AASM voicemail. RC to call AASM.						
HOLLISBR	02/05/2009 03:47:02 PM	Call To Laura Hudson				
Received AASM voicemail. RC to call owner.						

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HOLLISBR	02/05/2009 04:11:47 PM	Face-To-Face With Doug Gambino				
		RC discussed case, inquired if a friends and family certificate would be something that would cause a concern from a Med/Arb standpoint. Med/Arb states no. RC to call customer.				
HOLLISBR	02/05/2009 04:32:08 PM	Call To [REDACTED]				
		RC advised owner that RC is working on a solution, however trade assist is not possible in the state of California. RC advised that the vehicle is operating as intended, any action to get customer out of vehicle would result in a branded title. RC inquired where customer has V10 R8 on order. Customer states 426A31. Customer states dealer 423A31 sold him the V8 R8 as well. Customer states Rector can make a deal on the A3 as a trade. RC advised follow up 2/9. RC to call dealer 426A31.				
HOLLISBR	02/06/2009 04:16:14 PM	Voice Mail To Laura Hudson				
		RC LMTRMC. RC to call 426A31.				
HOLLISBR	02/06/2009 04:37:13 PM	Voice Mail To Craig Mucci		426A31		
		RC LMTRMC. Wait dealer/field contact.				
HOLLISBR	02/09/2009 12:49:16 PM	Voice Mail From Laura Hudson				
		AASM LMTRMC. RC to call AASM.				
HOLLISBR	02/09/2009 12:49:31 PM	Voice Mail To Laura Hudson				
		RC LMTRMC. RC to call 426A31.				
HOLLISBR	02/09/2009 12:51:34 PM	Call To Craig Mucci		426A31		
		Dealer states the customer struck a deal with the R8 owner at the dealer, and did order the V10 R8 from 426A31. Dealer states had reached a provice of \$1,500 below invoice on a new car, customer wasn't happy with trade. Dealer states will call customer and see what can be done as this was 6 weeks ago. RC to wait field contact.				
HOLLISBR	02/09/2009 04:13:47 PM	Call To Greg Mucci		426A31		
		Dealer states hasn't called owner, will do so right now. Wait dealer call.				

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HOLLISBR	02/10/2009 01:37:33 PM	Call To Craig Mucci		426A31		
		RC LMTRMC. Wait dealer call.				
HOLLISBR	02/10/2009 01:38:37 PM	Voice Mail To Laura Hudson				
		RC LMTRMC. Wait dealer/field contact.				
HOLLISBR	02/10/2009 05:36:40 PM	Call From Laura Hudson				
		RC explained concerns to AASM. AASM states not opposed to spending the money, but we cannot offer trade assist. RC to call owner.				
HOLLISBR	02/10/2009 05:40:35 PM	Call To [REDACTED]				
		RC advised that we are not able to offer assistance towards a new vehicle. RC advised customer that customer should work with 426A31 to make a deal on a new vehicle. Customer states not working with 426A31. Customer states will go back to Mercedes with the expectation of the Audi R8. Customer states the difference is \$7-\$10,000 RC advised owner if she should purchase another Audi, customer is welcome to call. Call dropped. RC to contact AASM.				
HOLLISBR	02/10/2009 05:53:28 PM	Call To [REDACTED]				
		Customer states its the mountains, call dropped. Customer thanked RC for time. RC to e-mail AASM.				

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HOLLISBR	02/10/2009 05:53:53 PM	E-Mail To Laura Hudson				
From: Hollister, Brad						
Sent: Tuesday, February 10, 2009 5:52 PM						
To: Hudson, Laura						
Cc: Gambino, Doug						
Subject: [REDACTED] WAUHF78P18A [REDACTED] 80379525						

Laura,

I have advised [REDACTED] that we are not in a position to assist with getting out of this vehicle as that would result in the need to brand the title on the vehicle; a vehicle that is operating as intended. I tried to encourage him to work with Rector. [REDACTED] will keep his R8 and return to Mercedes. Hopefully he takes delivery of the V10 R8 he has on order.

Brad Hollister
Executive Case Support
No further action.

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2008 Audi A3 2.0T FWD						
[REDACTED]	090059556	Customer Relations	WAUNF78P78A [REDACTED]	4,800		Complaint 402A36 Pr. Part: 3435-Transmission Pr. Rsn: 56E Hesitation
GRZADZA	03/06/2009 11:21:44 AM	Call From [REDACTED]				
Customer states the following: vehicle is having an issue; when you go from he brake to the gas there is a delay and then it takes off; you can feel it engaging; he was informed that the vehicle has a special kind clutch; vehicle is tiptronic; he spoke with the Service Manager, Andy, at Dealer 402A36; Service Manager informed him that this issue is worse in some vehicles than others; Service Manager informed that Audi is aware of the issue; he drove an A3 loaner, and it did not do it; vehicle was at the Dealer last week for the issue; his wife drive's the vehicle, and is not happy about it. CA advised the following: CA will need to speak with Service Manager to see what kind of information they are receiving from our technical support; CA will follow back up with him by COB 3/10. CA to contact Service Manager by phone as there is not an e-mail template available.						
GRZADZA	03/09/2009 11:06:14 AM	Voice Mail To Andy Emberton	402A36			
CA LMTRMC. CA states is calling to discuss vehicle. CA to wait for call from Service Manager.						
GRZADZA	03/09/2009 04:33:31 PM	Call From Andy Emberton	402A36			
Service Manager advised the following: he is aware of the situation with vehicle; the vehicle is a dual clutch; there is a program set up in the transmission control module that will, if stilling at a stop for more than a few minutes, cause the transmission and clutch to disengage as a way to save fuel; vehicle is operating the way it is supposed to; there are no software updates available, and he is not aware of anything in the works. CA to follow up with Customer.						
GRZADZA	03/10/2009 01:56:16 PM	Voice Mail To [REDACTED]				
CA LMTRMC. Please advise the following: CA has spoke with the Service Manager at Dealer 402A36 who has informed there is a program set up in the transmission control module that will, if stilling at a stop for more than a few minutes, cause the transmission and clutch to disengage as a way to save fuel; vehicle is operating the way it is supposed to; based on the information provided by the Service Manager, we would support Dealer information, and there is not repairs that can be done. CA to wait for call from Customer.						

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HERKI	03/11/2009 12:20:27 PM	Return Call From	[REDACTED]			Customer states is returning Associate call and is seeking update. CA advised the following: Associate has been able to speak with Service Manager at Dealer 402A36, the vehicle is a dual clutch, there is a program set up in the transmission control module that if sitting at a stop for more than a few minutes will cause the transmission and clutch to disengage as a way to save fuel, vehicle is operating to FMG specifications and AoA supports Dealer diagnosis. Customer states that Service Manager has advised him that it is a common concern and they do not have a fix for this. CA advised that Dealer has technical resources in place for assistance with diagnosis and/or repairs if needed and CA could contact Service Manager to speak about this comment and to ensure all technical resources have been utilized. Customer states h would like to speak with the Service Manager again and will contact CCC back. CA to wait for Customer call, no further action.
SABOURA	03/12/2009 12:07:53 PM	Call From	[REDACTED]			Customer states spoke with Service Manager and was advised there is a concern with vehicle and there is not a repair, associate advised there is not a concern with vehicle, seeking to have conference call with Service Manager. CA advised is not sure if can conference Service Manager with Customer, will contact Service Manager at this time. CA to call Service Manager due to Customer urgency.
SABOURA	03/12/2009 12:08:05 PM	Voice Mail To Andy Emberton - SM	402A36			CA LMTRMC. CA advised of information from Customer, requested Service Manager contact associate, provided associate phone number. CA to return to Customer.
SABOURA	03/12/2009 12:08:27 PM	Return To	[REDACTED]			CA advised LVMM for Service Manager, will advise associate and further follow up by EOB 03/16/2009. Customer states will wait for associate contact. CA to contact associate.
SABOURA	03/12/2009 12:21:20 PM	E-Mail To Amanda G.				CA advised of updates. Associate to wait Service Manager contact.

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GRZADZA	03/13/2009 03:23:57 PM	Call To Andy Emberton		402A36		
		Service Manager advised the following: he has received voicemail from associate; he spoke with Customer before Customer called us; he will not be doing a conference call; what he told Customer is that there is not a problem with the vehicle, but rather a lot of people do not like the way the vehicle shifts so hard, and that Audi is working on a way to change it; there is not a software update available at this time, but Audi may be working on one; he has informed Customer of this; he told Customer that he will call him if a software update comes up, and that Customer can call him every couple of weeks if he does not hear anything. CA to follow up with Customer.				
GRZADZA	03/13/2009 05:18:34 PM	Call To [REDACTED]				
		CA advised the following: CA has spoke with Service Manager; Service Manager has informed he would not be able to conference call; Service Manager has informed that there is not a problem with the vehicle, rather a lot of people do not like the way the vehicle shifts so hard; Service Manager has informed that and that Audi is working on a way to change it; there is not a software update available at this time, but Audi may be working on one; he will call him if a software update comes up, and that Customer can call him every couple of weeks if he does not hear anything. No further action.				
HOERAUA	03/13/2009 05:31:27 PM	Call From [REDACTED]				
		Customer states: seeking associate; was just speaking to her and think he got disconnected. CA to seek associate.				
HOERAUA	03/13/2009 05:31:52 PM	Call To Amanda Grzadzinski				
		Associate advised: assisting another Customer; Customer had disconnected so closed case. CA to return and assist.				
HOERAUA	03/13/2009 05:47:09 PM	Return To [REDACTED]				
		CA advised: associate assisting another Customer but able to assist. Customer states: when was just talking to associate, was at bank and said "Thanks, bye" to bank personnel and associate may have thought that he was disconnecting on her; vehicle drives horribly; is not out to be difficult or rude but this is a problem that is unacceptable and annoying; no one can tell him that this is normal because it is not; drove a 2008 A3 loaner with 49k miles on it which drove just fine; if AoA is working on a software update then this means that they are admitting this is a problem. CA advised: information was presented to Customer by associate already; inquired what else Customer seeking. Customer states: either wants vehicle that runs correctly or to get into an alternate vehicle; is not asking for money or a brand new vehicle; would like a similar A3; even an A4 would be fine; have heard that A4 does not have this issue; will happily trade and stay with the brand. CA advised: in light of this new information, can research; cannot guarantee that this is something that we could fulfill; set another follow up date by COB 3-17-09. CA to email associate.				

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HOERAUA	03/13/2009 05:48:07 PM	E-Mail To Amanda Grzadzinski				CA emailed associate of updates. CA to defer to associate for next course of action.
GRZADZA	03/13/2009 05:59:52 PM	E-Mail To Kelly Roland Fahr				CA asked Supervisor if we should be looking into customer's request, as the Service Manager is saying the vehicle is operating as it should. CA to wait for reply.
GRZADZA	03/17/2009 11:54:02 AM	E-Mail To James Custer				CA asked other supervisor to look at case, as original supervisor is out of the office. CA to await reply, and follow up with Customer.
GRZADZA	03/17/2009 04:29:58 PM	Call To [REDACTED]				CA advised the following: we are still evaluating his vehicle concerns; there is not an update available at this time; we contact him once more information is available; he will receive another follow up call by COB 3/19. CA to await further information from supervisor.
GRZADZA	03/19/2009 02:11:07 PM	Face-To-Face With James Custer				Service Manager advised the following: issue is still being researched with Info manager; we should set a follow up date with Customer for a week out. CA to call Customer.
GRZADZA	03/19/2009 02:12:47 PM	Voice Mail To [REDACTED]				CA advised the following: our research of the vehicle concerns will take a little longer due to internal resource being out of the office. CA will follow back up with him by COB 3/25. CA to await further Supervisor updates.
GRZADZA	03/25/2009 11:35:07 AM	E-Mail To James Custer				CA asked Supervisor for updates on case. CA to await reply, and CA to follow up with Customer.
GRZADZA	03/25/2009 04:38:12 PM	Voice Mail To [REDACTED]				CA advised the following: we are still researching concerns; CA will follow back up with him by COB 3/27. CA to await updates from Supervisor.

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GRZADZA	03/27/2009 12:28:20 PM	E-Mail To Brad Dean and James Custer				CA asked for updates on case. CA to await reply.
GRZADZA	03/27/2009 01:02:28 PM	E-Mail From James Custer				Supervisor advised the following: there are no updates at this time; CA should continue to follow up with Info manager for updates. CA to follow up with Customer.
GRZADZA	03/27/2009 04:23:06 PM	Call To [REDACTED]				CA advised the following: he concerns are still being researched; CA will follow back up with him again by COB 4/1. CA to await further updates from Info manager.
GRZADZA	03/31/2009 04:57:58 PM	E-Mail To Info manager-Brad Dean				CA asked for updates on case. CA to wait for reply from Info manager.
GRZADZA	04/01/2009 02:50:37 PM	E-Mail To Chris Dabish				CA asked for TA's assistance on case. CA to await reply.
GRZADZA	04/01/2009 02:51:52 PM	E-Mail From Chris Dabish				TA advised the following: the AASM should be contacted; possibly there is something a TFM is aware of that could assist dealership; AASM needs to be asked if dealer should open a TACS ticket also. CA to contact AASM.
GRZADZA	04/01/2009 04:22:07 PM	E-Mail To Scott Saewart-area 70				CA informed AASM of Customer's dissatisfaction with the hard shift in the vehicle; CA asked if there is something a TFM could assist the Dealer with, and if Dealer should open up a TACS also. CA to wait for reply from AASM, and follow up with Customer.
GRZADZA	04/01/2009 07:02:21 PM	Voice Mail To [REDACTED]				CA LMTRMC. Please advise the following: CA is now working with an alternate internal resource in hopes of obtaining additional technical information; CA will again follow back up by COB 4/3. CA to wait for call from Customer, and reply from AASM.

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BANKSL	04/02/2009 05:32:40 PM	Return Call From	[REDACTED]			CA advised customer that associate was calling to make him aware that she is still researching concerns and will follow up on 4/3/09 to provide additional updates. Associate to research.
GRZADZA	04/03/2009 12:01:36 PM	Voice Mail To Scott Saewert-area 70				CA LMTRMC. CA states is calling about e-mail that was sent about vehicle. CA to wait for call from AASM, and follow up with Customer.
GRZADZA	04/03/2009 05:04:16 PM	Voice Mail To	[REDACTED]			Please advise the following: CA is now working with an alternate internal resource in hopes of obtaining additional technical information; CA will again follow back up by COB 4/8. CA to wait for call from Customer, and reply from AASM.
GRZADZA	04/08/2009 10:10:30 AM	Call To Scott Saewart-area 70				CA discussed Customer concerns with AASM. AASM advised the following: he has discussed issue with Service Manager; Service Manager informed that they had opened TACS, and did every test that they could; he will call Service Manager to see if anything else can be done, and then call CA back. CA wait for call from AASM.

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GRZADZA	04/08/2009 12:11:54 PM	E-Mail From Scott Saewart-area 70				
		Attached is an e-mail from Service Manager:				
		Hi All				
		Andy reconfirmed that the vehicle is operating to Manufacturer specs and as designed				
		If the client will not accept that a TACS and possible TFM inspection would best represent everyone's interest				
		We will need to proceed in this direction if client insists				
		Thanks				
		Scott G. Saewart				
		CA to follow up with Customer.				
GRZADZA	04/08/2009 12:22:42 PM	Voice Mail To [REDACTED]				
		CA LMTRMC. Please advise the following: we have determined the vehicle operating to manufacturer's specifications; if Customer is unwilling to accept this, we can try to arrange for a technical representative to come out to Dealer 402A36 to look at the vehicle; technical representative may not be able to find an issue with the vehicle. CA to wait for call from Customer.				
TITUSJ	04/09/2009 01:22:33 PM	Return Call From [REDACTED]				
		Customer States: returning call. CA advised: Dealer 402a36 have determined the vehicle operating to manufacturer's specifications. Customer states: would like to speak with a Manager. CA advised: also sees note that AoA CARE can try to arrange for a technical representative to come out to Dealer 402A36 to look at the vehicle; technical representative may find that vehicle is operating to manufacture specifications as well; wither self or associate will follow up with Customer no later than COB 04.13 with further instructions for what will need to be done. CA to alert associate.				
TITUSJ	04/09/2009 01:26:04 PM	E-Mail To Amanda Gradzinski				
		CA advised: of updated case notes. Associate to handle accordingly.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GRZADZA	04/09/2009 01:42:14 PM	E-Mail To Scott Saewart-area 70				CA informed that Customer would not accept explanation, and would like a technical representative to come out. CA asked for next course of action. CA to wait for AASM reply.
GRZADZA	04/13/2009 10:07:36 AM	E-Mail From Scott Saewart-area 70				AASM advised the following: Service Manager at Dealer 402A36 will be arranging having a TFM come out. CA to follow up with Customer.
GRZADZA	04/13/2009 10:11:10 AM	Call To [REDACTED]				CA advised the following: we trying to arrange a technical representative to come out to Dealer 402A36 to look at his vehicle; we will follow back up with him by COB 4/17. Customer states the following: he is not going to accept that there is nothing wrong with the vehicle; he has heard of issue happening by going on line. CA to follow up with Service Manager.
GRZADZA	04/14/2009 12:01:23 PM	Call To Andy Emberton			402A36	CA asked Service Manager if a meeting had been set up with TFM to come out and look at Customer's vehicle. Service Manager advised the following: it has not been set up yet; he has spoke with TACS who have made some suggestions for fixes before the TFM comes out; they will need to measure the transmission; if the fixes to not work they will need to send the TFM out; Customer will need to schedule an appointment with the appointment setter; he left Customer a message last week about it. CA asked Service Manager to call CA if Customer schedules an appointment. CA to follow up with Customer.
GRZADZA	04/15/2009 12:25:07 PM	E-Mail From Andy Emberton			402A36	Attached is an e-mail from Service Manager: [REDACTED] is coming in on Friday morning at 9:30AM to drop off his A3. I set him up with a loaner vehicle as well, just in case we need to keep his car for awhile. Andy CA to follow up with Customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GRZADZA	04/15/2009 12:48:13 PM	Voice Mail To [REDACTED]				
CA advised the following: CA has been informed by Service Manager at Dealer 402A36 that he has an appointment to bring the vehicle in on Friday; CA will further follow up with Dealer, and follow back up with him by COB Monday 4/20. CA to follow up with Service Manager.						
GRZADZA	04/20/2009 10:40:29 AM	Call To Andy Emberton			402A36	
CA asked for update on vehicle. Service Manager advised the following: the vehicle is still there; they have pulled the information needed to provide to TACS, and they will be speaking with them this morning to find out in which direction to go in. CA asked Service Manager to call CA once more information is available. CA to wait for call from Service Manager, and CA to also follow up with Customer.						
GRZADZA	04/20/2009 05:19:37 PM	Voice Mail To [REDACTED]				
CA advised the following: CA has been informed by Service Manager at dealer 402A36 that they are working with our technical support to determine the next course of action for his vehicle; Service Manager will follow back up with CA once more information is available; CA will follow back up with him by COB 4/22. CA to wait for call from Service Manager.						
GRZADZA	04/20/2009 05:28:48 PM	E-Mail From Andy Emberton			402A36	
Attached is the e-mail that Service Manager cc'd CA on that had been sent to AASM:						
Technical assistance just gave us the OK to replace the valve body in the transmission. The part is on back order though, and there are none showing in the country. Scott, is there anything you can do to help?						
Thanks,						
Andy						
CA to further follow up with Service Manager.						
GRZADZA	04/20/2009 05:56:31 PM	Call From Andy Emberton			402A36	
Service Manager confirmed that CA received his e-mail. Service Manager informed he has not head back from AASM as of yet, and he will call CA when more information is available. CA to wait for call from Service Manager.						

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AUDI OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GRZADZA	04/22/2009 11:39:53 AM	Call To Andy Emberton		402A36		CA asked Service Manager if he has spoke with AASM about the parts situation. Service Manager advised the following: he has not spoke with him, and the parts are still on back order; Customer is aware of the situation; they still have the vehicle, and Customer is in a loaner. CA informed would be contacting AASM. CA to call AASM.
GRZADZA	04/22/2009 02:02:51 PM	Voice Mail To Scott Saewart-area 70				CA LMTRMC. CA states is calling about vehicle. CA to wait for call from AASM, and follow up with Customer.
GRZADZA	04/22/2009 05:15:02 PM	Voice Mail To [REDACTED]				CA LMTRMC. Please advise the following: Service Manager at Dealer 402A36 has informed that they will be replacing the valve body in the transmission; Service Manager has informed that the part is on back order; we are researching internally to find out if there is a way that we can expedite process; CA will follow back up with him by COB 4/27. CA to wait for calls from Customer and AASM.
GRZADZA	04/23/2009 01:01:40 PM	E-Mail From Scott Saewart-area 70				AASM has informed that the part is on the way. CA to follow up with Dealer to confirm arrival of part.
GRZADZA	04/24/2009 09:59:01 AM	E-Mail From Scott Saewart-area 70				AASM advised the following: Dealer has done PCA No shipping info yet. CA to follow up with Dealer.
GRZADZA	04/27/2009 11:44:03 AM	Call To Andy Emberton		402A36		CA asked for update on the part for vehicle. Service Manager advised the following: part is still on back order, and they are still researching to find out when they will have it. CA asked Service Manager to call CA back once more information is available. CA to follow up with Customer.
GRZADZA	04/27/2009 11:48:31 AM	Voice Mail To [REDACTED]				CA advised the following: CA has spoke with the Service Manager at Dealer 402A36 who has C part is still on back order, and they are still researching to find out when they will have it; CA has asked Service Manager to call CA back once more information is available; CA will follow back up with him again by COB 4/30. CA to wait for call from Service Manager.

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GRZADZA	04/30/2009 10:13:25 AM	Call To Andy Emberton		402A36		CA asked for an update on part. Service Manager advised the following: the part is still on back order. CA to follow up with Customer.
GRZADZA	04/30/2009 10:16:37 AM	Call To [REDACTED]				CA advised the following: CA has been informed by Service Manager at Dealer 402A36 that the part is still on back order; CA will follow back up with him by COB 5/4. CA to further follow up with Service Manager.
GRZADZA	05/04/2009 10:23:20 AM	Call To Andy Emberton		402A36		CA asked if the part had come in for the vehicle. Service Manager advised the following: the part has come in for the vehicle on Friday; they did the repairs, and test drove the vehicle; the issue with the shifting seems better; Customer picked up the vehicle late on Saturday afternoon. CA to call Customer.
GRZADZA	05/04/2009 10:27:45 AM	Voice Mail To [REDACTED]				CA LMTRMC. Please advise the following: CA has been informed by the Service Manager at Dealer 402A36 that the part has come in for the vehicle, and the repairs have been completed, and that Customer is picked up the vehicle; CA is wanting to confirm he is satisfied with repairs. CA to wait for call from Customer.
GRZADZA	05/05/2009 03:56:19 PM	Voice Mail To [REDACTED]				CA LMTRMC. 2nd attempt. Please advise the following: CA has been informed by the Service Manager at Dealer 402A36 that the part has come in for the vehicle, and the repairs have been completed, and that Customer is picked up the vehicle; CA is wanting to confirm he is satisfied with repairs. No further action.

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 CUSTOMER COMMENT DETAIL REPORT
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2008 Audi A3 2.0T FWD						
██████████	090123956	Customer Relations	WAUNF78P08A ██████████	25,997		Complaint 408B32 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
KLEINH	05/15/2009 10:16:19 AM	Call From ██████████				Inquiry 408B32 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
<p>Spouse states she loves the vehicle; Dealer is incredible; vehicle has been in and out of service for a few months and was not resolved until a technician actually took the vehicle home so that the vehicle would replicate the problem as the computer was not registering the problem; At a stop foot was on the brake Customer would go to put her foot on the gas and the vehicle would jolt forward; Dealer has ordered a machtron shifting; Dealer did provide Customer with a Pontiac and a pickup truck loaner from Enterprise; Customer is not thrilled paying for a lease when she is driving around in a pickup truck with her children; vehicle will be down for a week waiting for the part to come in from Germany; vehicle is less than one year old; DCH Customer Service was unable to help when Customer asked what kind of legal rights does the Customer have. Customer seeking to know what her rights are when she has a faulty vehicle; Intermittently (4 times) when city driving and at a stop light the brake pedal sometimes completely depress to the floor and vehicle is locked, won't go when pressing on the gas; Not coming up on the computer so diagnosis is not possible; Dealer will be putting Customer in an Audi loaner for Customer as of today. Customer seeking to know her rights in regards to her vehicle; Who does Customer contact in regards to lemon-law. CA advised that Audi will repair vehicle as per the terms of the warranty; CA will confirm order status for the mechatron; CA will confirm all appropriate resources are being utilized to address brake and shifting concerns and will call Customer 5/19/2009. CA to contact dealer.</p>						Praise 408B32 Rsn: 85J Treatment by Personnel

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

AUDI 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>
KLEINH	05/15/2009 10:39:57 AM	E-Mail To Egon Kantor		408B32		

***** Email to ekantor@dchusa.com; *****

ACTION REQUIRED: [REDACTED] - Concern with Repairs ;

The following customer has contacted Audi Customer CARE and is concerned with the repairs performed on his/her vehicle. Please review the details below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUNF78P08A [REDACTED]

Location of vehicle: Dealer

The vehicle currently down (Y/N): yes

Number of days down: uncertain

Customer is Seeking: To confirm that all repairs (including issue with brake pressure) are being addressed and to confirm TACS contact if necessary.

Dealer Section:

Please advise of the following:

Has the field been involved?

Has the hotline or TFM been contacted?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours by replying to this e-mail address.

Thank you in advance for your consideration.

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

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Heather Klein (248) 754-3650						
The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.						
CA to call dealer parts						
KLEINH	05/15/2009 10:40:12 AM			408B32		
DP 02E-325-025-AD-ZCS Red Ordered on 5/14/2009 Sales document 1005672571 PO 05159. CA to contact Parts						
KLEINH	05/15/2009 10:42:09 AM	Assigned To @AUDIPARTS				
Please confirm Red Order status; Part number; 02E-325-025-AD-ZCS Red Ordered on 5/14/2009 Sales document 1005672571 PO 05159 CA to wait DLR e-mail reply or Parts response.						
KLEINH	05/15/2009 11:16:40 AM	Call From Egon Cantor		408B32		
Dealer Service Manager sates part is on backorder; No ETA; Customer is in an Audi loaner; TACS ticket is open; Dealer Service Manager is not happy that he has to provide a loaner for three weeks as the part is on backorder. CA to wait information from parts.						
ACORDLI	05/15/2009 03:56:33 PM	Note To ccc				
Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany. Parts CA to continue to monitor.						
ACORDLI	05/18/2009 03:30:25 PM	Note To ccc				
Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is 6/5/09. Parts CA to continue to monitor.						

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

AUDI 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>
KLEINH	05/19/2009 11:37:25 AM	Call To [REDACTED]				CA advised that CA did confirm that the highest priority order has been placed for the part and the order has been confirmed in Germany but there is a backorder concern and CA cannot states with certainty a ship date. CA will provide Customer with follow up 5/21/09 unless there is information provided sooner. CA to wait Parts.
ACORDLI	05/19/2009 04:55:25 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is 6/5/09. Parts CA to continue to monitor.
KLEINH	05/22/2009 03:28:26 PM	Voice Mail To [REDACTED]				CA LVMM advising that CA did confirm that there have been no changes to date of the parts order and CA will continue to monitor; CA set next follow up date for 5/29/2009. CA to wait Parts
ACORDLI	05/22/2009 04:20:41 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is 6/5/09. Parts CA to continue to monitor.
ACORDLI	05/26/2009 04:44:24 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is 6/5/09. Parts CA to continue to monitor.
ACORDLI	05/27/2009 03:07:27 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is early to mid- June. Parts CA to continue to monitor.
ACORDLI	05/28/2009 04:46:14 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is early to mid- June. Parts CA to continue to monitor.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	05/29/2009 02:03:09 PM	Call To				

CA advised that CA did confirm that there have been no changes to date of the parts order and CA will continue to monitor. Customer states she just made her car payment and in the past she had terrible rental cars and the current loaner is an old A4 with squeaky brakes; Customer also is concerned about the brake concern that the Dealer cannot replicate where the brake is depressed and then is stuck and the vehicle will not move; Concern does terrify Customer; Customer would like a better laoner. CA advised that all past concerns and time that Customer has been separated from vehicle will be evaluated once the repairs are completed; CA will contact deaelr inregards to a nicer loaner and wil follow up with customer no later than 6/2/2009. CA to contact dealer.

AUDI OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	05/29/2009 02:10:58 PM	E-Mail To Egon Kantor		408B32		

***** Email to ekantor@dchusa.com; *****

Notification: [REDACTED] - Customer Seeking Assistance from Audi -

The following customer has contacted Audi Customer CARE seeking assistance. We have referred the customer to contact you to make an appointment to have their vehicle inspected.

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 A3

VIN: WAUNF78P08A [REDACTED]

Mileage: 17,000 miles

This customer/family has owned multiple Audis (Y/N): How many:

This customer has had the vehicle serviced and maintained at location:

Customer is Seeking: A nicer loaner car where the brakes do not squeak. Can someone from the dealership please contact the customer?

Thank you in advance for your consideration.

Audi Parts

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.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	05/29/2009 03:41:09 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is early to mid- June. Parts CA to continue to monitor.
ACORDLI	06/01/2009 03:39:11 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is early to mid- June. Parts CA to continue to monitor.
KLEINH	06/02/2009 02:12:43 PM	Voice Mail To [REDACTED]				CA LVMM advising that Info remains the same and that the ETA is early to mid- June. CA will follow up with Customer 6/9/09. CA to await updates from Parts.
ACORDLI	06/02/2009 03:15:06 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is early to mid- June. Parts CA to continue to monitor.
ACORDLI	06/03/2009 04:27:48 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is early to mid- June. Parts CA to continue to monitor.
ACORDLI	06/04/2009 04:08:48 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is early to mid- June. Parts CA to continue to monitor.
ACORDLI	06/05/2009 06:57:40 PM	Note To cccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is mid to late June. Parts CA to continue to monitor.
ACORDLI	06/08/2009 03:35:06 PM	Note To ccc				Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order approved pending in Germany; Critical Alert advised ETA is mid to late June. Parts CA to continue to monitor.

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>
GJONAJC	06/08/2009 05:08:07 PM	Call From	[REDACTED]			Customer is seeking to speak to associate . CA to call associate.
GJONAJC	06/08/2009 05:15:38 PM	Call To Heather Klein				CA attempted to reach associate. CA to return to customer.
GJONAJC	06/08/2009 05:16:07 PM	Return To	[REDACTED]			CA advised associate is not available; associate has a follow up date set for 6/09/09; parts status has remained the same and part will be arriving mid to late June and that it is a red order which is the highest priority order. Customer is seeking mailing address for Care and for corporate headquarters. CA advised customer of mailing address ; advised that we are following up on her part order on a continual basis and we along with dealer 408B32 would have the most up to date parts information. Customer states: to have CA contact her tommorrow. CA to call customer 6/09/09.
KLEINH	06/09/2009 01:44:49 PM	Voice Mail To	[REDACTED]			CA LVMM for Customer; If Customer calls please be advised that CA returned Customer call as per Customer request as related to back ordered part; order was placed 5/15/09 and is not expected until Mid-June; Customer is in a loaner; Please confirm how CA can assist as CA has been continuing to monitor order as promised. CA to wait Customer return call.
DECLERC	06/09/2009 02:22:58 PM	Return Call From	[REDACTED]			Customer requested to speak with original CA. CA to call.
DECLERC	06/09/2009 02:23:28 PM	Transfer To Heather Klein				CA transferred customer to CA. CA to speak with customer.
KLEINH	06/09/2009 02:26:47 PM	Continued Comment With	[REDACTED]			CA advised that CA continues to monitor Dealer order and CA appreciates Customer patience; Customer states will Ca please ensure that the brake issue(at stop brake pedal is depressed and when Customer attempts to accelerate the brake pedal does not come back up, vehicle does not accelerate and engine revs) is addressed before vehicle is returned to Customer as well; CA assured Customer CA will confirm addressing brake issue as well. CA advise of follow up by COB 6/16/2009 or sooner as information develops. CA to wait Parts update.

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

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ACORDLI	06/09/2009 04:55:29 PM	Note To ccc				
	Parts CA advised: Dealer 408B32 ordered Part number; 02E-325-025-AD-ZCS on 5/15/09 on Sales document 1005672571; red order is processed; Dealer should have within 5-7 days at most. Parts CA to assign to Associate.					
ACORDLI	06/09/2009 04:56:06 PM	Assigned To KLEINH				
	Associate to follow up.					
KLEINH	06/10/2009 09:07:15 AM	Voice Mail To Egon Kantor		408B32		
	CA LMTRMC. CA advised that CA has confirmation that part was shipped and CA would like to confirm part arrival and Customer concerns as related to the brake issue as well. CA provided Customer name, VIN, CA direct phone number. CA to call Customer.					
KLEINH	06/10/2009 09:09:06 AM	Call To [REDACTED]				
	CA advised CA received confirmation that part shipped; CA has a message in to Dealer Service Manager to confirm part arrival and CA will discuss brake concerns with Service Manager as well. CA will follow up with Customer after speaking with Service Manager or by COB 5/12/2009. CA to wait Service Manager return call.					
KLEINH	06/11/2009 01:54:36 PM	Call To Parts		408B32		
	Dealer Parts Personnel advised part arrived and has been installed on Repair Order 4427; Dealer Parts Personnel transferred CA to Service.					
KLEINH	06/11/2009 01:55:52 PM	Continued Comment With Charlie		408B32		
	Dealer Service Advisor advised that Customer picked up her vehicle 6/11/2009; vehicle total down time: open 5/12/09 2:30 Part Manager Closed 6/11/09 (29 days down total); In regard to brake could not reproduce. CA to obtain Customer monthly payment.					
KLEINH	06/11/2009 02:09:25 PM	E-Mail To Bret Lupher				
	CA requested Supervisor confirm Customer monthly payment. CA to call Customer.					
KLEINH	06/11/2009 02:10:07 PM	Voice Mail To [REDACTED]				
	CA LVMM. If Customer calls back please advise that CA wished to confirm how vehicle is performing for Customer and to advise that CA is working with the Audi field representative in regards to the fact that CAUST was separated from her vehicle for 29 days and will follow up with Customer no later than COB 6/15/2009. CA to wait reply from Supervisor.					

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	06/11/2009 04:11:25 PM	E-Mail From Bret Lupher				Supervisor advised unable to locate Customer payment; Supervisor advised for CA to call selling Dealer.
KLEINH	06/11/2009 04:12:19 PM	Call To Russ - Finance Manager	408B32			Dealer finance manager advised that Customer payment is; \$481.27. CA to contact AASM.

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

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

<u>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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KLEINH	06/11/2009 04:14:18 PM	E-Mail To David Perazzo				
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From: Klein, Heather
 Sent: Thursday, June 11, 2009 4:14 PM
 To: Perazzo, David
 Subject: Monthly payment reimbursement; DLR 408B32; Customer [REDACTED]

Hello David,

I hope all is well with you.

I have a customer who I feel should be reimbursed for a monthly payment due to an RO which was opened for 29 total days.

The customer is [REDACTED]; VIN: WAUNF78P08A [REDACTED] 2008 A3 with an in-service date of 5/31/08. I have confirmed that the monthly payment is \$481.27 RO 4427 at DCH Milburn 408B32. [REDACTED] contact CR 5/15/09 stating vehicle had been in and out of service for a few months and the concern was not resolved until a technician actually took the vehicle home so that he could replicate the; At a stop foot was on the brake Customer would go to put her foot on the gas and the vehicle would jolt forward; Dealer has ordered a machtron.

Part was placed on a red order as follows;
 Part number; 02E-325-025-AD-ZCS
 Red Ordered on 5/14/2009
 Sales document 1005672571

The vehicle was finally returned to [REDACTED] on 6/11/09. I am asking you to review for a payment reimbursement to the Devitt's. Please advise and thank you.

Best regards / Mit freundlichen Grüßen,
 Heather Klein
 CA to wait AASM reply.

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

<u>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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KLEINH 06/12/2009 08:42:50 AM E-Mail From Dave Perazzo

From: Perazzo, David
 Sent: Thursday, June 11, 2009 4:58 Part Manager
 To: Klein, Heather
 Cc: (Ekantor@dchusa.com)
 Subject: RE: Monthly payment reimbursement; Dealer 408B32; Customer [REDACTED]

I will review the case on my next visit to DCH which is the end of next week, at that time I will advise weather we will offer anything.

DP
 CA to wait Customer return call.

KLEINH 06/12/2009 08:47:31 AM Note To CCC

If Customer calls back please advise that CA did confirm that vehicle was down for 29 days; Please inquire as to how vehicle is functioning for Customer, are there any continued concerns; Please inquire if Customer had something specific in mind that CA could review with Audi Field Rep (Please be advised CA is looking into the possibility of reimbursement for a monthly payment but has not confirmed that is what Customer is seeking to date): Please advise also that CA will be reviewing concerns with Field Rep late next week and will follow up with Customer 6/19/2009. CA to wait Customer return call.

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

<u>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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KLEINH	06/19/2009 11:43:59 AM	E-Mail From Dave Perazzo				
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Heather

Once the customer has handled the damage issue that he caused to the dealers loaner vehicle, I would be inclined to assist with one month's lease payment.

DP

From: Kantor, Egon [mailto:EKantor@DCHUSA.com]
 Sent: Thursday, June 11, 2009 5:03 PM
 To: Perazzo, David
 Subject: RE: Monthly payment reimbursement; DLR 408B32; Customer [REDACTED]

Let me tell you. This customer was in an Enterprise Car for 5 days, costing DCH over \$200.00. After that we put her in a service loaner for another 2 ½ weeks, until they cracked up my service loaner. Now I am chasing after their insurance company trying to get them to pay for the damage. Of course while this car is out of service I have to replace it with Enterprise cars @ \$39.48 a day. Who do you think should get reimbursed?

Egon Kantor
 Fixed Operations Director
 DCH Millburn Audi
 EKantor@dchusa.com

(973) 821-2003 - Direct
 CA to call Customer

KLEINH	06/19/2009 04:04:31 PM	Voice Mail To [REDACTED]				
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CA LVMM for spouse. If Customer calls back please advise that Customer concerns were evaluated with Dealer and Audi; AOA does regret the amount of time Customer was separated from vehicle; CA is of the understanding there was some damage to the loaner vehicle while in Customer possession and that once that matter is addressed with the Dealer AOA will reimburse Customer in the amount of one vehicle payment. CA to wait Customer return call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	06/22/2009 11:49:40 AM	Call To [REDACTED]				CA advised that AOA does acknowledge that Customer was separated from vehicle for 29 days and will reimburse Customer in the amount of one month's payment once the loaner VEH damage was addressed. Customer states she believes t has been. CA advised will follow up with Customer once CA has processed lease payment. CA to call Dealer Service Manager.
KLEINH	06/22/2009 11:53:48 AM	Voice Mail To Egon Kantor		408B32		CA requested that Dealer Service Manager confirm that the charges for the rental damage so that CA can process Customer payment reimbursement. CA to obtain payment information while waiting for Service Manager to call CA.
KLEINH	06/22/2009 11:58:29 AM	E-Mail To Bret Lupher				CA requested that Supervisor confirm Customer payment. CA to wait return call from Dealer and reply from Supervisor.
KLEINH	06/22/2009 12:00:55 PM	E-Mail From Bret Lupher				Supervisor advised does not have payment information. CA to call Customer.
KLEINH	06/22/2009 12:02:09 PM	Call To [REDACTED]				CA advised that CA was unable to access Customer AFS account and could Customer please fax or mail payment information. Customer states she will fax. CA to wait Customer fax.
CAMILOM	06/22/2009 03:52:36 PM	FAX From [REDACTED]				Fax in doc center.
KLEINH	06/22/2009 07:33:01 PM	FAX From [REDACTED]				CA reviewed Customer fax showing Customer monthly payment of \$481.24. CA to assign for payment reimbursement.
KLEINH	06/23/2009 02:59:30 PM	Assigned To WILDERD				As approved by Dave Perazzo, please reimburse Customer one monthly payment of \$481.24. CA to wait reimbursement
WILDERD	06/25/2009 07:33:42 AM	Assigned To KLEINH				Please contact customer to obtain copy of RO. CA to handle accordingly.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	06/25/2009 11:58:55 AM	Call To Egon Kantor		408B32		CA requested that Service Manager forward the Repair Order. Service Manager states he will send via e-mail. CA to wait Service Manager reply.
KLEINH	06/25/2009 01:23:37 PM	E-Mail From Egon Kantor		408B32		Dealer Service Manager forwarded Repair Order. CA to forward to Mail Team
KLEINH	06/25/2009 01:24:15 PM	E-Mail To Anne Talan				CA forwarded documents to Mail Team. CA to wait Mail Team.
MARASHS	06/25/2009 02:24:53 PM	Note To CCC				Mail in Doc Center.
KLEINH	06/25/2009 02:34:26 PM	Assigned To WILDERD				
KLEINH	06/25/2009 02:34:43 PM	Note To CCC				CA obtained copy of RO from DLR SM. Please process monthly payment for CUST.
WILDERD	06/25/2009 02:44:31 PM	Approved By David Perazzo, Area 6F				850412493 - WAUNF78P08 [REDACTED] - [REDACTED] - AoA to reimburse customer for one month lease payment due to vehicle would not accelerate utilizing the gas pedal (3511) concerns as a gesture to promote customer satisfaction. \$481.24 = Total \$481.24.
WILDERD	06/25/2009 02:55:43 PM	Assigned To KLEINH				CA generated EFT to AFS; signed and placed in hub for approval. CA to wait check.
CR_BATCH	07/02/2009 04:00:57 AM	Note To WILDERD				Amount for \$ 481.24 was Posted on 07/01/2009. AP reference number: 47006999

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi A3 2.0T FWD						
[REDACTED]	090133925	Customer Relations	WAUNF78P98A [REDACTED]	16,000		Complaint 403C09 Pr. Part: 3435-Transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
HOERAUA	05/27/2009 07:31:12 PM	Call From [REDACTED]				Complaint 403C09 Rsn: 54Q Extensive Repair History
		Customer states: 2nd Audi; have had an amount of repair history on this vehicle already; the A/C compressor malfunctioned and had to be replaced before Customer had even driven off the lot and taken delivery of vehicle; had a low oil situation; now the transmission needs to be replaced; Dealer 403C09 placed order three weeks ago; it was only supposed to take 7-10 days for the part to arrive; it evidently was shipped and then recalled back to Germany to be programmed; now the MIL light is coming on intermittently; it will come on for a duration and then go off; then come on again; transmission is driving very jerky; want to make sure that do not have lemon; there are lemon laws in state. CA advised: that cannot advise on legal action or lemon laws; but can document these concerns; can also check on status of part for Customer. Customer states: that if part is going to have a long delay; may need a loaner vehicle as cannot continue driving a jerky vehicle. CA advised: that can look into this for Customer if need be; do have contact here that can try to check on status of part; will follow up by COB tomorrow 5-28. CA to email parts associate.				
HOERAUA	05/27/2009 07:40:09 PM	E-Mail To Lindsay Acord- Parts SME				Complaint 403C09 Part: 3435-Transmission Rsn: H25 (MIL) Check Engine Light
		(CA did not utilize Backorder Parts process as this part is not technically on backorder). CA advised of Customer concern with part. CA to wait Parts SME contact.				
						Complaint 403C09 Part: 3435-Transmission Rsn: 04Q Order Fill Time

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOERAUA	05/27/2009 07:44:08 PM	E-Mail To Michael Davis		403C09		

***** Email to pstec@howardcooper.com;mdavis@howardcooper.com; *****

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

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

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 A3

VIN: WAUNF78P98A [REDACTED]

Vehicle Down (Y/N): No, vehicle currently being driven by Customer but he notes that transmission is jerking. I don't believe that this is technically a back ordered part but Customer had voiced the concern that he has been waiting for this transmission component for 3 weeks; that it was apparently shipped but then had to be sent back to Germany for programming. Are there any updates on this part that you can provide? Thank you kindly!

Number of Days Down: n/a

Dealer Section:

Please provide the following information:

Part Number:

Sales Document Number:

Order Date:

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

Has a specialist at the depot been contacted?

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

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

<u>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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Has a critical part order been placed?

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

Thank you in advance for your consideration.

Anna Hoerauf
(248) 754-3476

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

CA to wait Dealer email.

HOERAUA 05/28/2009 11:22:57 AM E-Mail From Lindsay Acord- Parts SM

Associate advised that could research this; but would need parts number and/or sales doc number. CA to wait Dealer email.

ACORDLI 05/28/2009 04:40:17 PM Note To ccc

Parts CA advised: Dealer 403089 red ordered P/N: 000-325-025-X-ZB8 on Sales Doc. 1005645186; approved red order pending in Germany; Critical Alert has been placed and waiting for ETA. Associate to assign to Parts.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOERAUA	05/28/2009 05:45:54 PM	E-Mail From Michael Davis- Parts mgr	403C09			<p>Hello Anna,</p> <p>Paul Stec requested that I answer your questions regarding [REDACTED]</p> <p>P/N: 000-325-025-X-ZB8 Sales Doc. 1005645186 Order Date: 5-6-2009</p> <p>We no longer use parts voice and this part is not D2D eligible for us. We have contacted several specialists at the PDC regarding this part</p> <p>No a Critical Alert has not been placed for this part. Today is the first I have been brought into the loop on this vehicle. My understanding is that we placed a RED order because it is a vehicle specific part and this is the only order type available. We contacted a parts specialist and we were told originally that we should expect the part the first week of June. We inquired a second time just to confirm we were still on schedule and we were told that all stock was being sent from Germany to be recoded but that the ETA was still the first week of June. If you have further questions please feel free to contact me. Also as I am now aware of this particular situation I will be placing a Critical Alert.</p> <p>Sincerely,</p> <p>Mike Davis Parts Manager CA to assign to Parts for monitoring.</p>
HOERAUA	05/28/2009 05:47:43 PM	Assigned To @AUDIPARTS				Assigned to Parts for monitoring. CA to call Customer so as to keep promise.
HOERAUA	05/28/2009 05:51:52 PM	Voice Mail For Paul Stec	403C09			CA LVMM advising that did get email from Dealer parts manager; seeking to know if Customer could drop off their vehicle and obtain loaner vehicle while they are waiting for the part to arrive; as the Customer has noted a concern with the vehicle driving jerkily. CA to call Customer so as to keep promise.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOERAUA	05/28/2009 05:55:06 PM	Note To ccc				CA attempted number on file. Phone rang many times without going to answering machine or giving option to leave voicemail. CA to try Customer again later.
HOERAUA	05/28/2009 06:45:07 PM	Call To [REDACTED]				CA advised: that Dealer had put a critical alert on this part; ETA remains to be the first week in June which is next week; spouse had raised the inquiry that may want loaner as the vehicle is driving jerkily; are in process of researching this for Customer. Customer states: finds the situation very distressing; it is not necessarily the time that this part is taking; but that the part was needed at all for a new vehicle; and that it had to be sent back to Germany to be recoded and programmed; hopefully this will be the fix; but if have more concerns then will be very unhappy. CA advised: understand; not the experience that want for Audi owner; cannot guarantee anything at this point but are currently researching situation to see if anything further can be done; will follow up by COB tomorrow 5-29-09. CA to email Field.
HOERAUA	05/28/2009 07:51:52 PM	E-Mail To Chuck Martini				<p>Hello Chuck, hope that all is well with you. I have a Customer (information below) whose vehicle is not even a year old; they have had some previous repairs done on it and are currently waiting for a transmission part. Here is some history on the vehicle: the A/C Compressor had a malfunction and had to be replaced before they had even taken delivery of the vehicle and driven off the lot. Now the transmission needs to be replaced. An order was placed on 5-6-09 but the part is still apparently en route from Germany, a critical alert and red order were placed; it had to be re-coded so there was an additional delay. It is supposed to arrive the first week in June. This is their 2nd Audi vehicle; they purchased it outright. I know that we cannot control the part arrival time; but in light of the fact that their vehicle is not even a year old; would we be able to do some sort of nice gesture for them?</p> <p>Customer: [REDACTED] VIN: WAUNF78P98A [REDACTED] In-service: 6.14.2008 Mileage: 16,000 Dealer: 403C09- Howard Cooper Audi</p> <p>CA to wait Field/Dealer contact.</p>
ACORDLI	05/29/2009 03:43:55 PM	Note To ccc				Parts CA advised: Dealer 403089 red ordered P/N: 000-325-025-X-ZB8 on Sales Doc. 1005645186; approved red order pending in Germany; Critical Alert has been placed and waiting for ETA. Associate to assign to Parts.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOERAUA	05/29/2009 03:48:42 PM	Call To Paul Stec		403C09		
	Dealer Service Manager advised: that service only has two vehicles that are used for shuttling Customers; sometimes give one of these overnight; but not at liberty to give this vehicle for longer than that; if Customer purchased vehicle here then would recommend talking with Sales manager; will transfer. CA to speak with Sales manager.					
HOERAUA	05/29/2009 03:49:41 PM	Call To Jason Brinker		403C09		
	Dealer Sales manager advised: that can give Customer a loaner vehicle since they bought the vehicle from this Dealer; but it would be a VW vehicle; inquired if this is ok. CA advised: would think that is suitable; Customers have been VW customers before; will let them know that they can drop off the vehicle and get the VW loaner. CA to follow up with Customer.					
HOERAUA	05/29/2009 03:58:20 PM	Voice Mail For [REDACTED]				
	CA LVMM. *** When Customer calls, please advise: That CA has spoken with Dealer 403C09 sales manager; he is willing to provide a loaner vehicle to Customer while they await the part; if they want to drop their vehicle off at the Dealer since it has been driving jerkily; however it will be a Volkswagen loaner. The ETA for the transmission part remains at being sometime this upcoming week; CA would like to follow up again with Customer by COB 6-2-09 if not before. CA to wait Customer call.					
KLEINH	05/29/2009 04:06:21 PM	Call From [REDACTED]				
	Customer seeking to speak with associate. CA reviewed and advised that associate spoke with Dealer 403C09 sales manager; he is willing to provide a loaner vehicle to Customer while they wait for the part to come in; If Customer wants to drop their vehicle off at the Dealer, DLE will provide a Volkswagen loaner; The transmission part is expected to arrive at Dealer next week and associate will follow up again with Customer by COB 6-2-09 if not before. Customer states as Dealer is about an hour's drive away Customer will decline he loaner for now and will want one when the vehicle is being repaired. CA advised CA will let Sales Manager know that. CA to call Dealer					
KLEINH	05/29/2009 04:12:07 PM	Call To Jason Brinker		403C09		
	CA advised that Customer will decline Sales Manager's generous offer of a loaner vehicle as Dealer is an hour from home. CA to advise associate of updates.					
KLEINH	05/29/2009 04:16:38 PM	Face-To-Face With Anna Hoerauf				
	CA advised of case updates. CA to defer to associate for next course of action.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	06/01/2009 03:47:26 PM	Note To ccc				Parts CA advised: Dealer 403089 red ordered P/N: 000-325-025-X-ZB8 on Sales Doc. 1005645186; approved red order pending in Germany; Critical Alert has been placed with an ETA of 6/5/09. Parts CA to continue to monitor.
HOERAUA	06/02/2009 12:20:33 PM	Call To [REDACTED]				CA advised: that CR has been following status of part; it has an ETA currently of 6-5-09. Customer states: would a loaner be provided while they are working on the vehicle. CA advised: would think so, as Dealer has offered a loaner vehicle currently; it may be a VW vehicle or not an Audi vehicle however; would like to follow up again by 6-5-09 if not before so that can update Customer on part status. Customer inquired if CA could follow up after they got vehicle back, to see how it is running. CA advised of course can do that. CA to follow up on 6-5-09.
ACORDLI	06/02/2009 03:18:08 PM	Note To ccc				Parts CA advised: Dealer 403089 red ordered P/N: 000-325-025-X-ZB8 on Sales Doc. 1005645186; approved red order pending in Germany; Critical Alert has been placed with an ETA of 6/5/09. Parts CA to continue to monitor.
ACORDLI	06/03/2009 04:23:10 PM	Note To ccc				Parts CA advised: Dealer 403089 red ordered P/N: 000-325-025-X-ZB8 on Sales Doc. 1005645186 shipped from Germany 6/2/09 on FedEx 984148536915. Parts CA to assign to Associate.
ACORDLI	06/03/2009 04:23:52 PM	Assigned To HOERAUA				Associate to follow up.
HOERAUA	06/05/2009 02:28:23 PM	Call To Phil- service		403C09		Dealer Service Advisor advised: that the part came in around late last night; the Customer dropped off their vehicle today and they are in a loaner vehicle; if all goes well, hope to have Vehicle back to Customer by COB 6-8-09 on Monday. CA to call Customer for follow up.
HOERAUA	06/05/2009 02:30:51 PM	Voice Mail For [REDACTED]				CA LVMM; advising that have spoken with Dealer; they hope to have vehicle back with Customer on 6-8-09 if all goes well; would like to follow up again on 6-9-09 to ensure that vehicle is operating fine. CA to follow up.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOERAUA	06/08/2009 03:07:21 PM	Call To Tom- service		403C09		
	Dealer Service Advisor advised: that are still on schedule to have vehicle done and back with Customer by this afternoon. CA to follow up with Customer 6-9-09.					
HOERAUA	06/08/2009 03:11:25 PM	E-Mail To Chuck Martini				
	Hello Chuck, hope that all is well with you. I had emailed you on this Customer before on 5-28 and didn't hear back, so I am trying you again.					
	This Customer's (information below) vehicle is not even a year old; they have had some previous repairs done on it; transmission repairs are supposed to be completed today. Here is some history on the vehicle: the A/C Compressor had a malfunction and had to be replaced before they had even taken delivery of the vehicle and driven off the lot. An order for the transmission part was placed on 5-6-09; a critical alert and red order were placed; it had to be re-coded so there was an additional delay; it has since arrived a few days ago and the vehicle should be back with them tonight. This is their 2nd Audi vehicle; they purchased it outright. I know that we cannot control the part arrival time; but in light of the fact that their vehicle is not even a year old; would we be able to do some sort of nice gesture for them? Perhaps a dinner gift card from CR or something, would you support that?					
	Customer: [REDACTED] VIN: WAUNF78P98A [REDACTED] In-service: 6.14.2008 Mileage: 16,000 Dealer: 403C09- Howard Cooper Audi					
	CA to wait AASM contact.					
HOERAUA	06/09/2009 01:47:41 PM	E-Mail From Chuck Martini				
	Hi Anna, I will support goodwill gesture for dinner.					
	Chuck Martini					
	CA to email Supervisor.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOERAUA	06/09/2009 01:47:57 PM	E-Mail With Kelly Roland Fahr				CA advised of situation and that AASM approved goodwill gesture such as that of dinner. Supervisor advised would support \$100. CA to call Dealer to inquire about status of vehicle.
HOERAUA	06/09/2009 01:50:16 PM	Call To Allen- service		403C09		Dealer Service Advisor advised that vehicle still at Dealer; that it will be here until likely end of week; the part that had been sent was then coded for a VW vehicle instead of Audi vehicle so had to send it back again; that accounts for the delay; Customer is aware. CA to call Customer so as to keep promise.
HOERAUA	06/09/2009 01:54:42 PM	Voice Mail For [REDACTED]				CA LVMM. *** When Customer calls, please advise: CA aware that Vehicle is still at Dealer; estimated time for repairs being completed is end of this week; CA would like to follow up again 6-15-09 to ensure that Customer has vehicle back and that it is operating fine; that currently AoA would like to offer Customer a \$100 gift card for restaurant of their choice in light of this inconvenience. CA to wait Customer call.
FIELDSN	06/09/2009 04:52:20 PM	Return Call From [REDACTED]				Customer states she is returning associate's call. CA advised will see if associate is available. CA to call associate.
FIELDSN	06/09/2009 04:53:50 PM	Call To Anna Hoerauf				CA advised the Customer is seeking to speak with associate. Associate advised CA to transfer the Customer. CA to transfer Customer to associate.
FIELDSN	06/09/2009 04:54:26 PM	Transfer To [REDACTED]				CA transferred the Customer to associate. Associate to speak with the Customer.

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

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HOERAUA	06/09/2009 05:08:37 PM	Continued Comment With	[REDACTED]			
	<p>CA advised: talked with Dealer today; seeking to know if they updated Customer. Customer states: that they informed Customer that the part was a VW part and they had to send it back yet again; are beyond words as far as being angry and disgusted; have lost confidence that the vehicle is going to be okay; how can AoA make so many mistakes. CA advised: cannot apologize enough for this experience; would like to follow up again when vehicle is repaired; aware that vehicle may be back with Customer by end of week. Customer states: how does AoA stand behind their products. CA advised: that the warranty is AoA way of standing behind products; if vehicle is not operating to specs after this repair; then CA will be involved to see if there is something else that can be done for Customer. Customer states that Dealer is an hour away and not convenient. CA advised: that would like to see if Dealer can bring the vehicle to her home and pick up the loaner; cannot guarantee this would occur but will check into this for Customer; will follow up by 6-15-09 at latest. CA to contact Dealer.</p>					
HOERAUA	06/12/2009 04:03:06 PM	Call To Tom- service		403C09		
	<p>Dealer Service Advisor advised: that released vehicle yesterday to Customer; that she was in the area and came and picked it up; donated half a tank of fuel to Customer as the vehicle only had about enough for 25 miles; she seemed pleased with the efforts to turn her experience around. CA to follow up with Customer.</p>					
HOERAUA	06/15/2009 05:09:11 PM	Face-To-Face With Kelly Roland Fahr				
	<p>CA inquired: if could provide more than \$100 goodwill to Customer as the part had to be sent back a second time and Customer voiced further dissatisfaction. Supervisor advised: that recommend staying with the \$100; if Customer truly balks then can go up to \$125 and then \$150; but \$150 would be highest. CA to call Customer.</p>					
HOERAUA	06/15/2009 05:16:32 PM	Call To	[REDACTED]			
	<p>CA advised: understand that Vehicle is back with Customer; inquired if it was operating fine. Customer states: everything seems to be fine; is cautiously optimistic. CA advised: that would like to offer \$100 gift card to restaurant of Customer choice to make up for this inconvenience. Customer states: that is very nice. CA advised: if Customer wants to think this over as far as which restaurant; can always call back. Customer states: CA can do that; will be home tomorrow morning. CA advised: will follow up again tomorrow morning; is in at 11:30 am. CA to call Customer 6-16-09.</p>					
HOERAUA	06/16/2009 11:33:21 AM	Call To	[REDACTED]			
	<p>CA advised: following up to see if Customer had decided where she would like the \$100 gift card to. Customer states: was talking with one of the service personnel at Dealer who said that she could try and ask AoA CR to make one of her financing monthly payments; and would like that in lieu of a gift card. CA advised: that can look into this for Customer; will call back later today. CA to research.</p>					

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HOERAUA	06/16/2009 11:42:15 AM	Call To Paul Stec		403C09		
	<p>CA advised: inquired how many days the vehicle had actually been down; that Customer was alerted by Dealer Service personnel that she could try to get a monthly payment picked up by AoA. Dealer Service Manager advised: that the RO was open on 5-5-09; open for over 30 days; that Customer picked up the vehicle last week and it was only actually down for 7 days; 6.5.09 through 6.11.09; although the RO was open, it was to order parts; but Customer was driving the vehicle during much of that time; confirmed that the transmission component had to be sent back twice. CA advised: that do not think AASM will entertain the idea of monthly payment as Customer was driving the vehicle for most of the month but will research her request. CA to contact AASM.</p>					
HOERAUA	06/16/2009 12:21:04 PM	Call To Chuck Martini				
	<p>AASM advised: that was fully aware of this vehicle as had to pay the second time to have the vehicle part shipped back; that as Customer had the vehicle for most of the month; would not entertain a whole monthly lease payment; but would compensate Customer for every day that it was actually down. CA advised: that the vehicle was only actually down for 7 days but the RO was open for over a month due to parts being ordered. CA to call Customer back.</p>					
HOERAUA	06/16/2009 02:29:22 PM	Voice Mail For [REDACTED]				
	<p>CA LVMM. *** When Customer calls, please advise: that CA has researched Customer request for monthly payment with higher internal resources; that are not able to fulfill expectation of an entire month as Customer was driving vehicle for most of the month; the vehicle was down at the Dealer for 7 days; would be able to offer the equivalent of 7 days compensation; or the offer of \$100 restaurant gift card stands; Customer can choose which one she would prefer. CA to wait Customer call.</p>					
HOERAUA	06/16/2009 03:09:41 PM	Return Call From [REDACTED]				
	<p>Customer returned CA's call. CA advised: that have further researched for Customer; that the vehicle was not down an entire month but only 7 days and Customer was driving the vehicle for most of the month; thus are not able to fulfill expectation of one month's payment compensation; but would be able to do 7 days compensation; or gift card offer still stands; whichever Customer prefers. Customer states: how would the breakdown of month's payment work. CA inquired what Customer is paying per month. Customer states: \$466. CA advised: Customer is paying about \$15.53 per day; which times 7 days is \$108.71. Customer states: there is not much difference; so will just take the gift card; would like it to the restaurant Seldom Blues in Detroit in the Renaissance center. CA advised: that will do this for Customer; it may be sent certified mail; Customer should expect it in a few weeks; invited Customer to call if ever need anything further. CA to assign.</p>					

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HOERAUA	06/16/2009 05:55:48 PM	Assigned To PETRUCM				Please purchase and send Customer a \$100 gift certificate for Seldom Blues Restaurant, 400 Renaissance Center, Detroit MI 48243; phone number to call for obtaining gift certificates is 313-567-7301; gift card to be shipped to Customer address; approved by Chuck Martini and Kelly Roland Fahr. Correspondence to send mail to Customer.
PETRUCM	06/22/2009 01:16:09 PM	Voice Mail To Angie, Seldom Blues Re				Receptionist advised, CA will need to speak with "Angie" to order a gift certificate. CA LMTRMC for placing gift certificate order. CA to wait for call from "other."
PETRUCM	06/23/2009 10:56:39 AM	Voice Mail To Angela, SeldomBluesRe				Receptionist verified "Angela" is in the office today and transferred the call to her extension. CA LMTRMC for placing a gift certificate order. CA to wait for possible call from "other."
PETRUCM	06/23/2009 11:38:47 AM	Call From Angela, Seldom Blues Resta				CA ordered a \$100.00 Seldom Blues Restaurant gift certificate to be sent to customer's residence. "Other" advised, she will have to send confirmation number by e-mail to CA. CA to wait for e-mail from "other."
PETRUCM	06/25/2009 11:22:08 AM	Call To Angela, SeldomBluesRestauran				CA requested that "other" fax or e-mail receipt to fax # 248-754-6521 or e-mail to maureen.petrucchi@audi.com. CA to wait for receipt.
PETRUCM	06/25/2009 01:28:23 PM	Voice Mail From Angela Bill,SeldomB				Message stating \$100 gift certificate has been mailed to CA's client and "other" will fax receipt to CA today before 5:00. CA to wait for fax.
PETRUCM	06/29/2009 10:26:53 AM	Call To Angela, SeldomBluesRestauran				CA LVMM asking other to fax receipt to 248-754-6521 or mail receipt to AoA, 3499 W Hamlin Rd., Roch. Hills, MI 48309. CA to wait for receipt.
HOERAUA	06/29/2009 11:25:21 AM	Note To ccc				CA attempted call to Customer. Phone rang many times without going to voicemail or answering machine. CA to try Customer again later.

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HOERAUA	06/29/2009 02:40:56 PM	Voice Mail For	[REDACTED]			CA LVMM; advising that following up to ensure that Customer had received \$100 gift card; invited Customer to call to let CA know it was received. *** If Customer calls, please ensure that customer received gift card. Thank you. Correspondence to wait fax.
DIXONDE	06/30/2009 12:26:13 PM	Return Call From	[REDACTED]			Customer states returning original CA inquiry regarding gift card; state has not received yet, but has not checked the mail for today; states is in a hurry. CA to wait fax/original CA to follow up with customer.
PETRUCM	06/30/2009 01:03:13 PM	Call To Angela, SeldomBluesRestauran				Restaurant associate states she sent the receipt to AoA yesterday by U.S. mail. CA to wait for receipt and verification from customer that she received the gift certificate.
HOERAUA	07/02/2009 01:39:39 PM	Call To	[REDACTED]			CA inquired if Customer had received gift card yet. Customer states: just received it today in the mail; thanked. Correspondence to wait receipt.
PETRUCM	07/02/2009 05:36:40 PM	Note To ccc				No further action.

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2008 Audi A3 2.0T FWD						
██████████	090135349	Mediation/Arbitration	WAUNE78P78A ██████████	16,106		Unknown 422A30 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
GAMBINDO	05/29/2009 11:39:19 AM	Attached Mail From Stefan Matthews				Unknown
		Received replacement request from AASM. Advised Tech Support authorized the replacement of the mechatronic's unit. Advised parts critical alert was issued on 5/6/09 (vehicle came in on 4/30/09). There were 3 prior MIL concerns as well. Advised he contacted customer and offered a replacement vehicle.				Rsn: 82E Parts Delay
GAMBINDO	05/29/2009 11:50:45 AM	Call To Derek Uerling		422A30		Unknown 422A30
		SM advised mechatronics unit has not yet arrived and is scheduled to be there on 6/10. Days down as of today = 42.				Part: 2130-Turbocharger Rsn: H25 (MIL) Check Engine Light
GAMBINDO	05/29/2009 11:52:38 AM	E-Mail To VCI QA Mailbox				Unknown 422A30
		Hello, Can you please fax me a copy of this customer's contract and payment history? My fax number is 248-754-6504. Thanks!				Part: SCA2-SPECIAL CODE- CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(M Only)
GAMBINDO	06/01/2009 05:36:50 PM	Attached Mail From AUDI FINANCI				
		Contract and payment history.				

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GAMBINDO	06/02/2009 10:33:20 AM	E-Mail From Derek Uerling	422A30			
		Hi Doug				
		██████ was in this weekend to get some things out of her car, she spoke the sells dept about a new car and they found a car that she liked				
		The vin is wauhe78p79a ████████ I hope this is some help				
		Talk to you later				
		Derek Uerling				
		422A30				
GAMBINDO	06/02/2009 03:37:19 PM	Voice Mail To ██████████				
		LVMM seeking return call to discuss replacement.				
GAMBINDO	06/02/2009 05:04:11 PM	Return Call From ██████████				
		Advised customer dealer emailed me regarding replacement she was interested in. Advised we could replace vehicle for her with contribution of \$1,000 for the vehicle upgrade. Cust agreed to accept and wanted offer emailed to her. Explained process and time frame.				
GAMBINDO	06/02/2009 05:09:47 PM	E-Mail To ██████████ Cc; AASM				
		██████████				
		Attached is the offer to replace your 2008 Audi A3, as per our discussion earlier this afternoon. Please sign and return the signed offer via fax or email. If you have any questions, please do not hesitate to contact me directly. Thank you again for your patience and continued dedication to the Audi brand.				
		Best regards,				

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GAMBINDO	06/04/2009 10:48:02 AM	Attached Mail From	[REDACTED]			Signed replacement offer.

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

GAMBINDO 06/04/2009 11:12:54 AM E-Mail To Act, Dist, Ajax US Veh

Case # 90135349

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

CURRENT CUSTOMER & VEHICLE INFORMATION:

[REDACTED]
[REDACTED]
Glendale, CA [REDACTED]

2008 Audi A3
WAUNE78P78A [REDACTED]

REPLACEMENT VEHICLE:

2009 Audi A3
WAUHE78P79A [REDACTED] (667540)

ACCOUNTING:

Send invoice to Doug Gambino

PORT OF SAN DIEGO

PLEASE TAG THIS VEHICLE FOR MEDIATION ARBITRATION PRIOR TO IT LEAVING PORT

DISTRIBUTION:

Please bill WAUHE78P79A [REDACTED] o 491/I91 and credit 420/I87. PLEASE SHIP TO 422/A30. In comments field put "CR replacement [REDACTED]".

Doug Gambino
Sr. Mediation Arbitration Analyst - Western Region
Mediation Arbitration Department

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

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

Phone: 248-754-3657
Fax: 248-754-6504
mailto: doug.gambino@audi.com

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

GAMBINDO 06/04/2009 11:13:15 AM Call To Kurt Seablom
Advised we could have unit for replacement transaction.

GAMBINDO 06/04/2009 11:15:49 AM E-Mail To [REDACTED]

I received your offer, and have asked the port to ship the replacement vehicle to the dealer. Once the vehicle arrives, we will contact you to schedule the closing. If you have any questions, please do not hesitate to contact me.

Best regards,

Doug

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GAMBINDO	06/04/2009 11:28:13 AM	E-Mail From Christine Board				
		All set.				
		Christine Board Audi Distribution Support				
		Audi of America, Inc. Audi Sales Planning & Distribution 3499 West Hamlin Road Rochester Hills, MI 48307 United States of America Tel. +1 888-777-9336 Fax. +1 248 754 3808 christine.board@vw.com http://www.audiusa.com				
GAMBINDO	06/05/2009 11:11:50 AM	E-Mail To POSD				
		Sold unit rush request.				
GAMBINDO	06/08/2009 10:09:13 AM	Order Status To Doug Gambino				
		CRS shows vehicle has not yet been released to the carrier.				
GAMBINDO	06/09/2009 02:09:18 PM	Attached Mail From CRYSTAL BATS'				
		Invoice.				
GAMBINDO	06/15/2009 09:51:49 AM	Order Status To Doug Gambino				
		CRS shows replacement is scheduled to arrive this week.				

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GAMBINDO Derek,	06/15/2009 09:53:51 AM	E-Mail To Derek Uerling		422A30		
<p>The replacement vehicle for Ms. Hentoff should be arriving any day. When the vehicle arrives, can you please complete the PDI and place a sold sign on the vehicle. Please contact me as soon as it arrives, so we can schedule the replacement transaction:</p> <p>Replacement Info:</p> <p>2009 Audi A3 WAUHE78P79A [REDACTED] Ibis white with a beige interior</p>						
GAMBINDO	06/17/2009 04:01:32 PM	Order Status To Doug Gambino				
CRS shows replacement has not yet arrived.						
GAMBINDO Derek,	06/18/2009 02:23:36 PM	E-Mail To Derek Uerling		422A30		
Has this unit arrived yet?						
GAMBINDO Doug,	06/18/2009 03:46:02 PM	E-Mail From Derek Uerling		422A30		
It is here						
GAMBINDO	06/18/2009 03:48:10 PM	Assigned To KORTHA				
Needs closing date. AASM is Stefan Matthews. Customer's lease is with AFS. Primary concern is with MIL and transmission (BOTH NEED TO BE LISTED ON THE RVDS). Cust owes \$1,000 at time of closing for vehicle upgrade. Please add ACP to new vehicle and remove from current vehicle.						

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KORTHA	06/18/2009 04:04:48 PM	E-Mail To Stefan				
	Hey Stefan, RE: WAUNE78P78A [REDACTED] / [REDACTED] Repl @ Audi of Downtown LA Send doc's to you or Derek? Thanks,					
KORTHA	06/19/2009 08:04:11 AM	E-Mail From Derek Uerling Stefan Mat 422A30				
	No problem Derek From: Matthews, Stefan [mailto:Stefan.Matthews@audi.com] Sent: Thursday, June 18, 2009 1:52 PM To: Korth, Alicia Cc: Derek Uerling Subject: RE: [REDACTED] Alicia, Please send the documents to Derek. Next week I will be in meeting and training. Derek, Could you please help out? Thanks.Stefan Matthews Area After Sales Manager					
KORTHA	06/19/2009 08:05:08 AM	Closing Package (M/A Only) To Derek 422A30				
	SON Closing doc's to SM.					
KORTHA	06/19/2009 08:22:56 AM	Approved By AK				
	REQ TB CHECK					
KORTHA	06/19/2009 12:36:43 PM	Call To [REDACTED]				
	ADVISED CUSTOMER SM WILL BE RECIEVING PAPERWORK FOR VEH REPLACEMENT AND WILL CALL CUSTOMER ONCE HE RECIEVES IT. ADVISED CUSTOMER TO BRING CASHIERS CHECK AND OF CLOSING PROCEDURES.					

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KORTHA	06/22/2009 02:39:31 PM	E-Mail From Derek Uerling		422A30		
		Good morning I have the car and the paperwork and will contact the customer and set a time Derek				
KORTHA	06/24/2009 02:21:22 PM	Vehicle To 6/24/09 @ 16,885				
		FAX OF VESSEL FOR NEW CAR, BBRP STATING NEEDING REPAIRS APT DATE TODAY, COPY OF CONTRIBUTION CHECK FOR \$1K, COPY OF AP FOR TITLE FOR REPLACEMENT CAR, SOC				
KORTHA	06/24/2009 02:29:24 PM	E-Mail To SOC TO VCI				
ANGERK	06/25/2009 01:23:46 PM	Assigned To KORTHA				
		Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling				
KORTHA	06/26/2009 01:17:43 PM	Attached Mail From Derek Eurling				
		VCR, SOC, AP FOR TITLE, VESSEL TO BOTH VEHS, BBRP STATING VEH NEEDING REPAIRS NO ETA FOR COMPLETION : NEED ACF, CNC, FINAL RO.				
KORTHA	06/26/2009 01:19:16 PM	Call To MONIQUE		422A30		
		DP RETURNED VESSEL FOR NEW CAR / CALLING TO SEE IF THEY WANT ME TO SEND IT BACK / DP ADVISED TO PLEASE MAIL IT BACK TO THEM.				
KORTHA	06/26/2009 01:28:50 PM	Mail To MONIQUE		422A30		
		EON VESSEL BACK TO DP				
KORTHA	06/29/2009 12:00:39 PM	Attached Mail From Emma Bridges				
		BRANDED TITLE REC'D				

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KORTHA	07/02/2009 01:24:16 PM	Approved By AK				
		Req Dlr Reim for reg fees				
KORTHA	07/08/2009 07:49:34 AM	E-Mail From Derek Uerling		422A30		
		Verifying the repair				
CR_BATCH	07/10/2009 04:00:30 AM	Note To KORTHA				
		EFT for amount \$ 493.75 processed on 07/09/2009. AP reference number: 00005116				
KORTHA	07/13/2009 02:48:21 PM	Attached Mail From CA DMV				
		reg fees being requested \$414.00 (\$446 total / \$32 of it paid w/branding check)				
KORTHA	07/13/2009 02:56:08 PM	E-Mail To Doug Gambino				
		Hey Doug, Quick question, [REDACTED] replacement~ We're suppose to pay for the replacement vehicle to be registered so isn't the customer suppose to be keeping the prior veh reg current?DMV's wanting \$446 to get the Registration current before they will brand the title for us. (FYI~*I haven't paid the reg reim yet to the dealer for the new car \$ 493.75) Thanks,				
KORTHA	07/13/2009 03:04:10 PM	E-Mail From Doug Gambino				
		Yes, the customer should keep their registration current and we cover the initial registration on the new one. We should try to get the customer to pay it, but ultimately if it becomes a deal breaker, they accepted a replacement so I would probably let it go and not push the issue too hard.				
KORTHA	07/13/2009 03:04:22 PM	Voice Mail To [REDACTED]				
		LMTRMC Seeking \$414 (advised we already paid \$32 of it) but need registration current as per offer letter terms "that customer would provide a clear title to VWGoA at the time of surrender.				
KORTHA	07/13/2009 03:16:13 PM	Approved By AK				
		req'd reg fees remaining of \$414 / Approved by Doug Gambino				

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	07/13/2009 03:16:53 PM	Assigned To TRISCHH				Re assigned for handling / please keep me in alert and I will help you w/the title branding and follow up with customer on \$446 owed for reg fees... Options are she can pay Audi of America \$414 or she can pay \$414 to CA DMV Directly (\$32 branding check was used twords fees)
ANGERK	07/16/2009 01:32:54 PM	Assigned To KORTHA				Check # 47014711 for amount \$414.00 received. Forwarded check to advocate for handling
TRISCHH	07/16/2009 03:03:36 PM	Mail To CA DMV				EON Title for branding with additional check for \$414.00 for outstanding registration fees.
TRISCHH	07/20/2009 12:04:48 PM	E-Mail To Derek Uerling		422A30		Derek, RE: WAUNE78P78A [REDACTED] [REDACTED] Replacement) This is the other vehicle you're working on for me -- Please provide a status update on these repairs as well. Thank you! Heather Trisch
TRISCHH	07/21/2009 08:37:29 AM	FAX From Derek Uerling		422A30		Final RO # 373529
TRISCHH	07/21/2009 08:57:05 AM	E-Mail To Derek Uerling		422A30		Derek - It looks like the only thing I am missing from the Hentoff file is the Auction Consignment Form --Please see attachment. Just fill this out and fax it back to me @ 248-754-3670 so I can send this car to auction and get it out of your hair! =) Thanks for all your help! Have a nice day. Heather Trisch
TRISCHH	07/21/2009 04:29:09 PM	FAX From Derek Uerling		422A30		Fax Received: ACF
TRISCHH	07/22/2009 10:34:46 AM	Vehicle To CB Auction Assignments 7/				

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

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TRISCHH	08/07/2009 11:29:14 AM	Attached Mail From State of CA				Received Branded Title
TRISCHH	08/07/2009 02:15:24 PM	E-Mail To ACP Transfer				Please transfer ACP as follows: Original: WAUNE78P78A [REDACTED] Replacement: WAUHE78P79A [REDACTED] Dealer: 422A02 HT
TRISCHH	08/07/2009 02:18:08 PM	E-Mail To In-Service Request				Please place WAUHE78P79A [REDACTED] in service on 6/24/09 [REDACTED] Glendale, CA [REDACTED] HT
TRISCHH	08/07/2009 02:26:06 PM	Assigned To GAMBINDO				Disclosure submitted for review
GELFUSB	08/07/2009 03:45:37 PM	Disclosure (M/A Only) To BG				
GAMBINDO	08/10/2009 10:41:10 AM	Attached Mail From CA DMV				Tags.
ARMITAR	08/13/2009 12:43:07 PM	Internal Mail Document From Robert A				

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

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

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

2008 Audi A3 2.0T FWD

██████████ 090145674 Customer Relations WAUNE78P18A ██████████ 10,000

MAYT 06/10/2009 10:32:44 AM Call From ██████████

Customer states that the vehicle has been at 408a75 since 5-27-2009. Customer states that he has been advised that the part has to be made. Customer states that his friends advised that he should get a lease payment because he is out of his vehicle and driving a Chevrolet. CA advised that AoA's goal is to work under the warranty. CA advised that CR will confirm the diagnosis, down time and request for a lease payment. CA advised that CR will contact the SM and contact the customer by 6-12-2009.

Complaint 408A75
Pr. Part: 3735-Automatic transmission
Pr. Rsn: T01 Auto/Hybrid - Shifts roughly

Complaint 408A75
Part: 3735-Automatic transmission
Rsn: 04Q Order Fill Time

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

AUDI 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>
MAYT	06/10/2009 10:42:36 AM	E-Mail To Paul Marcello		408A75		
***** Email to pmarcello@audiohuntington.com; *****						
ACTION REQUIRED: [REDACTED] - CAP Request						

The following customer has contacted Audi Customer CARE seeking assistance.

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 A3

VIN: WAUNE78P18A [REDACTED]

Mileage: 10,000 miles

This customer/family has owned multiple Audis (Y/N): N How many: 0

Customer has had the vehicle serviced and maintained (Name of Dealer):

Vehicle is at the Dealer (Y/N): y Vehicle is with Customer (Y/N):

Customer is Seeking (Include any part name and repair amount): Customer states that the vehicle has been at the dealer since 5-27-2009. Customer is in a non Audi loaner. Customer is seeking an ETA on the part and a lease payment for the down time. Please advise

Dealer Section:

Should this customer receive Assistance?

If yes, how much and what is the part and labor breakdown? When will you contact the customer and make the offer of assistance?

If no, please provide an explanation for the customer case notes.

Please inform us when you have contacted the customer so that we can update our customer records.

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

AUDI OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.
Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Terry L May
(248) 754-3421

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CA wait for the SM.

MAYT 06/10/2009 12:58:17 PM E-Mail From Paul Marcello 408A75

THIS PART WILL NOT BE HERE FOR 1 TO 2 MORE WEEKS. WE DID NOT HAVE AN AUDI TO GIVE TO THIS CUSTOMER. WHEN ONE IS AVAILABLE THEY WILL BE CONTACTED

Paul Marcello
Audi of Huntington
CA contact parts.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MAYT	06/10/2009 01:01:43 PM	E-Mail To Howard Snyder		408A75		

***** Email to hsnnyder@audiohuntington.com; *****

Notification: [REDACTED] - Customer Seeking Assistance from Audi -

The following customer has contacted Audi Customer CARE seeking assistance. We have referred the customer to contact you to make an appointment to have their vehicle inspected.

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 A3

VIN: WAUNE78P18A [REDACTED]

Mileage: 10,000 miles

This customer/family has owned multiple Audis (Y/N): N How many: 0

This customer has had the vehicle serviced and maintained at location:

Customer is Seeking: DSG transmission is on back according to the customer do you have a part number and order number so I can touch base with my part sources. Thanks

Thank you in advance for your consideration.

Terry L May
 (248) 754-3421

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
						CA wait for parts.
MAYT	06/11/2009 10:53:23 AM	Call To Howard Snyder parts		408A75		Parts advised that part is on order and is automatic RED part 000 325 025 xzct Tommy Simons dept 405 1044623 dco 10057 05835 . Chris at 402 will E-Mail on availabilty. CA alert part
MAYT	06/11/2009 11:01:29 AM	Assigned To @AUDIPARTS				Please confirm ETA on the following. Parts advised that RO 94586 part is on order and is automatic RED part 000 325 025 xzct Tommy Simons dept 405 1044623 dco 10057 05835 . Chris at 402 will E-Mail on availabilty. CA wait for parts.
ACORDLI	06/11/2009 04:34:33 PM	Note To ccc				Parts CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been approved with an ETA of 6/26/09. Parts CA to continue to monitor.
MAYT	06/12/2009 09:35:27 AM	Voice Mail To [REDACTED]				CA LMTRMC. When the customer calls CA advise that the part was on high priority order and would take one to two weeks . CA advise that the SM at 408A75 advised that when an Audi loaner became available he would contact the customer. CA advise that after the concens were addressed that AoA can return to the request for a lease payment . CA wait for the customer to call.
DECLERC	06/12/2009 09:42:19 AM	Return Call From [REDACTED]				customer states he is returning call from voicemail. CA advised that part is on high priority order and should be in soon; customer is to notified by SM when a loaner becomes available and a lease payment will be considered when customer gets vehicle back and we have some idea of the total down time; Customer states that he is now in a loaner vehicle and seeking now to know what happens from this point, will CA be calling him back, etc. CA advised that original CA will, in all likelihood follow up with customer once vehicle has been repaired and look into his request for a lease payment; customer states that he has been without his vehicle for 2 plus weeks now and wonders if a lease payment is likely; CA advised that it has been done in the past and that each case is looked at on an individual basis. CA to follow up with customer as requested.
ACORDLI	06/15/2009 03:09:06 PM	Note To ccc				Parts CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been approved with an ETA of 6/26/09. Parts CA to continue to monitor.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MAYT	06/16/2009 01:18:38 PM	Call To Paul		408A75		
	SM advised that the customer is loaner. SM advised that a lease payment will be looked at when the concern is complete and there is a total down time. CA call the customer					
MAYT	06/16/2009 01:22:33 PM	Voice Mail To [REDACTED]				
	CA LMTRMC. When the customer calls CA confirm that the customer is in an Audi loaner. CA advise that a lease payment request would be looked at when the concern is complete and there is a total down time. CA wai tfo rthe customer to call.					
ACORDLI	06/16/2009 03:18:05 PM	Note To ccc				
	Parts CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been approved with an ETA of 6/26/09. Parts CA to continue to monitor.					
ACORDLI	06/17/2009 04:03:05 PM	Note To ccc				
	Parts CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been approved with an ETA of 6/26/09. Parts CA to continue to monitor.					
MAYT	06/18/2009 09:45:04 AM	Voice Mail To [REDACTED]				
	CA LMTRMC. When the customer calls CA confirm that the customer is in an Audi loaner. CA advise that a lease payment request would be looked at when the concern is complete and there is a total down time. CA wai tfo rthe customer to call.					
ACORDLI	06/18/2009 04:09:11 PM	Note To ccc				
	Parts CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been approved with an ETA of 6/26/09. Parts CA to continue to monitor.					
ACORDLI	06/19/2009 04:35:58 PM	Note To ccc				
	Parts CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been approved with an ETA of 6/26/09. Parts CA to continue to monitor.					
ACORDLI	06/22/2009 03:09:42 PM	Note To ccc				
	Parts CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been completely processed and Dealer should have within 5-7 days at most. Parts CA to assign to Associate.					

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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ACORDLI	06/22/2009 03:10:37 PM	Assigned To MAYT				Associate to follow up.
MAYT	06/23/2009 09:16:46 AM	Voice Mail To [REDACTED]				CA advised: Dealer 408A75 ordered 000325025 XZCT on sales doc 1005705835; red order has been completely processed and Dealer should have within 5-7 days at most. CA wait for the customer to call.
MAYT	06/24/2009 02:44:47 PM	Call To [REDACTED]				Spouse advised that the vehicle is being picked up tonight. CA advised that CR will contact the dealer 408A75 about the request for lease payment and contact the customer by 6-29-09. CA contact the SM.

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MAYT	06/24/2009 02:48:27 PM	E-Mail To Paul Marcello		408A75		

***** Email to pmarcello@audiophuntington.com; *****

Notification: [REDACTED] - Customer Seeking Assistance from Audi -

The following customer has contacted Audi Customer CARE seeking assistance. We have referred the customer to contact you to make an appointment to have their vehicle inspected.

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 A3

VIN: WAUNE78P18A [REDACTED]

Mileage: 10,000 miles

This customer/family has owned multiple Audis (Y/N): N How many: 0

This customer has had the vehicle serviced and maintained at location:

Customer is Seeking:

Lease payment for down time

Thank you in advance for your consideration.

Terry L May
 (248) 754-3421

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						CA wait for SM.
MAYT	06/29/2009 11:52:49 AM	Call To PAul Marcello		408A75		SM advised that AASM has been involved in the request for a lease payment. CA call teh customer.
MAYT	06/29/2009 11:54:51 AM	Voice Mail To [REDACTED]				CA LMTRMC. When the customer calls CA advise that all Audi resources have been involved with the lease payment request. CA advise that the SM is the best point of contact. CA wait for the Customer to call,
VARGAM	06/29/2009 08:03:18 PM	Return Call From [REDACTED]				Customer states: following up with case. CA advised that Service Manager has been contacted today and at this point Audi of America would request that the customer work directly with the service manager. Customer states will call Service Manager tomorrow. No further actions.

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AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
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2008 Audi A3 2.0T FWD

[REDACTED]	090157524	Customer Relations	WAUNF78P78A [REDACTED]	11,000	
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KONIECL 06/25/2009 10:30:15 AM Call From [REDACTED]

Customer states: that vehicle broke down on Friday, vehicle wouldn't go into gears; was in Massachusetts when this happened; vehicle was towed to Dealer 401a21; Dealer advised it was the mega tronic and haven't seen this before; apparently part will take 6 weeks to arrive; is back at home now in New York; looked to see that it may fall under Lemon Law; is concerned about paying for rental for 6 weeks as Customer should have to; Dealer Service Advisor, Heidi has been great and gets back with customer and updates; Roadside was even terrific. CA advised: is not trained in Lemon Law as they do vary from state to state; if breakdown occurred more than 100 miles from home; if so and it is a warranty repair, then there is Trip Interruption coverage for up to \$100 per day for food, rental and lodging up to 5 days and no more than \$500 total; would suggest using this coverage now; CA would speak with Dealer 401a21 about the diagnosis and the part; will see if maybe Dealer has loaner or can assist with rental if it will take 6 weeks for repairs; would like to start by speaking with Dealer about the repairs and part needed; will follow up again by Tomorrow, 6/26. Customer states: dealer offered rental at \$25 a day but customer doesn't feel that customer should have to pay for that for 6 weeks. CA to contact Dealer.

Complaint 401A21
 Pr. Part: 3435-Transmission
 Pr. Rsn: T07 Auto/Hybrid -
 Gearshift hard to operate

Praise
 Rsn: 99E Roadside -
 General

Complaint
 Part: 3511-Mechatronic
 Rsn: 36A Rental/Loaner

Praise 401A21
 Rsn: 85J Treatment by
 Personnel

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

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KONIECL	06/25/2009 10:58:47 AM	E-Mail To Wayne Tinti	401A21			

***** Email to wayne@tracvaudi.com: *****

ACTION REQUIRED: [REDACTED] - Concern with Repairs ;

The following customer has contacted Audi Customer CARE and is concerned with the repairs performed on his/her vehicle. Please review the details below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUNF78P78A [REDACTED]

Location of vehicle: at dealer.

The vehicle currently down (Y/N): y

Number of days down: since Friday.

Customer is Seeking: Customer has contacted customer relations about rental vehicle since he was told that it would be 6 weeks for repairs. Can you update me on the diagnosis and if it is a backordered part that is causing it to be done for 6 weeks? Also, as an FYI, he says has Service Advisor (I believe he said Heidi) has been great and he said he a few times so I wanted to pass the compliment along. He is going to utilized trip interruption coverage now for the next 5 days for a rental but do you think that if it is going to be 6 weeks, if there would be any loaner or rental that you could provide for him? Thank you again for your help!!

Dealer Section:

Please advise of the following:

Has the field been involved?

Has the hotline or TFM been contacted?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours by

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

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replying to this e-mail address.

Thank you in advance for your consideration.

Lisa Konieczka
 (248) 754-3579

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 CA to wait for dealer email.

KONIECL	06/26/2009 08:12:56 AM	E-Mail From Wayne Tinti	401A21			
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Hi,

Reference [REDACTED] 2008 Audi A3. The vehicle needs a megatronics control module which controls gearing. There are no units available in the U.S. and the item will be coming from Germany. It has been ordered, sales document #1005775434, and estimated time of arrival is 4-5 weeks. As for a loaner who would pay the cost as it could be a long rental? We could put [REDACTED] into a rental/loaner, but need information as to reimbursement. Thanks

Wayne

CA to email field.

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KONIECL	06/26/2009 09:07:35 AM	E-Mail To Jorgen Weikert				
		Hi Jorgen,				
		Hope all is well. I am forwarding you one of my emails to the dealer (Tracy Audi) about one of our customers that has a concern with their vehicle that will be done for 4-5 weeks for a part to come from Germany. Currently there are utilizing Trip Interruption for rental but that is only for 5 days. Do you think that there is anything that we can do to assist the customer with a rental? I emailed Wayne, the Service Manager at Tracy and he said he would do it but he wants to know who will reimburse the dealer. I think in this case, if it will take this long and his vehicle is only been in service since 3/13/2008 and has about 11,000 miles that we should do something. The break down occurred in Massachusetts and the customer lives in New York City. He is back in New York City already but plans on coming back to Massachusetts next week for the holiday weekend. Please advise of any suggestions so that we can better assist the customer. Thank you!				
		Lisa Konieczka CA to wait for field contact.				
KONIECL	06/26/2009 09:11:15 AM	Call To Jorgen Weikert				
		(CA had spoken with AASM about another customer's case and mentioned this one) AASM states: shouldn't take 4-5 weeks; will look into this and get back with CA. CA to wait for field contact.				
KONIECL	06/26/2009 02:49:58 PM	Note To ccc				
		CA to call customer as promised follow up and wait for field contact. CA to call customer.				
KONIECL	06/26/2009 02:50:13 PM	Voice Mail For [REDACTED]				
		CA LVMM for customer advising that CA has obtained part information from dealer; is working with further resources to see what can be done to get part at dealer sooner than 4-5 weeks as anticipated; if part does take longer, CR will look into rental or loaner; will update customer again by Tuesday, 6/30. CA to wait for field contact and customer call.				
KONIECL	06/29/2009 04:26:45 PM	Call To Jorgen Weikert , area 66				
		AASM states: is still looking into this and will get back with CA. CA to wait for AASM contact.				

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KONIECL	06/30/2009 09:30:31 AM	Voice Mail For	[REDACTED]			CA LVMM for customer advising that CA has obtained part information from dealer; is working with further resources to see what can be done to get part at dealer sooner than 4-5 weeks as anticipated; if part does take longer, CR will look into rental or loaner; will update customer again by Thursday, 7/2. CA to wait for field contact and customer call.
HOERAUA	06/30/2009 12:03:33 PM	Return Call From	[REDACTED]			Customer states: reference number. CA advised: associate has obtained part information from dealer; is working with further resources to see what can be done to get part at dealer sooner than 4-5 weeks as anticipated; if part does take longer, CR will look into rental or loaner; will update customer again by Thursday, 7/2. Customer states: have been more than patient; by NY state law, if a vehicle is down for more than 20 days it qualifies for the lemon law; can report this to attorney general; a loaner is more than in order at this point; understand it is not CA's fault; but is the head of a media company and could kick up a storm about this. CA advised: understand frustration; higher internal resources are involved; if we have update before 7-2 then by all means we will update Customer sooner; if Customer pursues lemon law or legal action it would not be something that CR would be involved with; his attorney would have to contact us. Associate to wait Field contact.
KONIECL	07/01/2009 09:49:37 AM	Call To Jorgen Weikert, area 66				CA advised: if there is update on this. AASM states: dealer just put through critical alert; update back from Germany that it would be ETA of mid July; will need to do something for the customer. CA advised: customer is seeking rental; customer is currently back home in New York City but did advise would be going back to Dealer 401a21 for the holiday weekend. AASM states: will authorize rental assistance until vehicle is repaired at a limit of \$40 per day; could even suggest if customer hasn't gotten rental yet to work with a dealer on a rental as dealer may get discounts through rental agencies; customer is to give rental bill to dealer 401a21 and dealer will reimburse. CA to call customer.
KONIECL	07/01/2009 10:01:40 AM	Voice Mail For	[REDACTED]			CA LVMM for customer on cell phone. When customer calls, please advise that CA did look into repairs and rental. Please advise that Audi of America would like to offer assistance with rental and can authorize rental assistance until repairs are completed and the limit for rental is \$40 per day. Please suggest that customer can work through dealer as dealer may have discounted rates with local rental agencies. Please advise that CA will follow up with dealer on the part in about 2 weeks and get back with Customer about the part and repairs on July 17th. CA to wait for customer call.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CALDWEME	07/02/2009 09:51:56 AM	Return Call From	[REDACTED]			Customer states returning call from Associate. CA advised: current CA can assist; advised we can cover a rental vehicle up to \$40/day until vehicle is repaired; Customer might want to speak to Dealer 401A21 about a discount on car rental because dealer may have discounted rates with local rental agencies; can provide rental bill directly to Dealer for reimbursement; will contact Customer by COB on 7/17/09 with update as part will take a while to get to USA from Germany. Customer states will file lemon law because Audi does not know how to fix vehicle. CA advised: wants to clarify that Audi will be fixing vehicle, but parts have to arrive first from Germany; up to Customer discretion if he wanted to file lemon law. CA set follow up date for 7/16/09 to contact Dealer. CA to research.
GJONAJC	07/07/2009 03:31:10 PM	Call From	[REDACTED]			Customer is seeking: for rental assistance beyond \$40 as the cheapest rental is \$69 per day due to Summer rates; is unsatisfied; is seeking for CR fax number to send paperwork that he submitted to the Attorney General's office; does not want to contact dealer 401A21 ; is seeking to speak to a supervisor if CA is unable to assist. CA placed customer on hold to contact supervisor.
GJONAJC	07/07/2009 03:40:04 PM	Face-To-Face With	Kelly Roland Fahr			Supervisor advised to contact dealer 401A21 to see if they work with a rental agency and can find a rental for \$40 per day ; if not then call the field to provide them the details to see if there is something else we can work out. CA to return to customer.
GJONAJC	07/07/2009 03:41:22 PM	Return To	[REDACTED]			CA advised: will contact dealer 401A21 on his behalf and research concerns internally regarding customer request for a rental vehicle ; will contact customer by COB today. CA to call dealer 401A21 SM .
GJONAJC	07/07/2009 03:47:49 PM	Voice Mail To	Wayne Tinti	401A21		CA LVMM for dealer 401A21 SM regarding whether dealer gets any discounts through car rental agencies in the NY area. CA to call field.
GJONAJC	07/07/2009 03:54:25 PM	Voice Mail To	Jorgen Weikert			CA LVMM for AASM regarding customer request for additional rental assistance up to \$69 per day. CA to wait AASM call.
GJONAJC	07/07/2009 04:20:16 PM	Call From	Wayne Tinti	401A21		Dealer 401A21 Service Manager states: part shipped yesterday from Germany and should arrive if not this week then early next week; advised that he will call Hertz and Enterprise for pricing and to see if there are any discounts he could obtain for the customer and will contact CA back. CA to wait dealer Service Manager call.

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GJONAJC	07/07/2009 04:53:35 PM	Voice Mail To	[REDACTED]			CA LVMM for customer advising: CA spoke to dealer 401A21 Service Manager who advised part shipped from Germany yesterday and should arrive in 5-7 business days; advised dealer Service Manager is checking pricing on rental vehicles and whether he could obtain a discount in the NY area ; will follow back up with customer by COB tomorrow. CA to wait dealer Service Manager call.
KONIECL	07/08/2009 11:56:49 AM	Call To Wanye Tinti		401A21		CA advised: if dealer had an opportunity to speak with rental agencies. Dealer service manager states: hasn't had an opportunity to contact rental agencies yet but the part did come in today and dealer anticipates having vehicle repaired late tomorrow; if customer still needs to know about rental, dealer can still do that. CA to call customer.
KONIECL	07/08/2009 11:59:08 AM	Voice Mail For	[REDACTED]			CA LVMM for customer on cell phone. When customer calls, please advise that CA just spoke with Dealer 401a21 Service Manager who advised that part has arrived at dealer today and dealer is anticipating to have vehicle repaired late tomorrow, 7/9. Please advise that if customer still needs information about rental that CA will work with dealer on that. If customer's doesn't need assistance with rental, please keep case open so that CA can follow up with dealer on the repairs and follow up with customer by Friday, 7/10 to ensure that vehicle has been repaired. CA to wait for customer call.
ACORDLI	07/09/2009 11:37:22 AM	Return Call From	[REDACTED]			Customer states: seeking Associate. CA advised: Associate assisting another Customer; appears vehicle should be ready later today and Associate wanted to follow up by COB 7/10/09 on vehicle repairs, but also seeking if Customer needs rental information still. Customer states: does not need rental information. but insure how they are getting vehicle to Customer, but will wait to hear from Dealer. Associate to follow up.
KONIECL	07/10/2009 11:41:04 AM	Voice Mail From Wayne Tinti		401A21		Dealer Service Manager LVMM for CA advising that vehicle is repaired, customer has been notified, customer will be coming next weekend to pick up vehicle. CA to follow up with field.
KONIECL	07/10/2009 01:33:56 PM	Call To Jorgen Weikert, area 66				CA advised: wanted to update that part arrived and vehicle is repaired; is calling customer today and apparently customer didn't utilize the rental but if customer asked for something else, if this is something that AASM would consider. AASM states: to see if customer wants something; would be up to do something if customer asks for it; to allow customer to ask for something though. CA to call customer.

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KONIECL	07/10/2009 02:16:34 PM	Voice Mail For [REDACTED]				CA LVMM for customer. When customer calls, please advise that CA had opportunity to speak with dealer service manager who advised that repairs are completed and vehicle is ready for pick up; dealer service manager advised that customer was coming up next weekend to pick up vehicle. Please inquire if there is anything further customer is seeking. CA to wait for customer call.
SABOURM	07/10/2009 02:40:11 PM	Call From [REDACTED]				Customer provided reference number. CA advised Customer that the vehicle is ready to be picked up from the dealer. Customer seeks to have the dealer drop off the vehicle at address (72 Commercial Street in Provincetown, Massachusetts); states he would like the vehicle to be dropped off on Saturday, July 18; advised best contact number would be the cell phone number on file. CA advised will contact dealer and follow-up with the Customer by the EOB on 7/14/09. Original CA to contact dealer.
KONIECL	07/13/2009 12:06:30 PM	Call To Wayne Tinti			401A21	CA advised: customer is seeking reunite and for vehicle to be taken to Provincetown, Massachusetts; seeking this done Saturday as Customer is coming in on Saturday. Dealer Service Manager states: could have 2 drivers drive vehicle out to Provincetown; could do it Friday or Saturday late morning; to call and find out if Customer would want vehicle late Saturday morning. CA to call customer.
KONIECL	07/13/2009 12:12:13 PM	Call To [REDACTED]				CA advised: did speak with dealer and dealer would be able to drive vehicle out to Provincetown; if this address provided was a personal or business address; dealer said that dealer could drive vehicle out there on Friday or late morning on Saturday. Customer states: would prefer late morning on Saturday or anything on Saturday; dealer can call and confirm this. CA to call dealer back.
KONIECL	07/13/2009 12:13:32 PM	Voice Mail For Wayne Tinti			401A21	CA LVMM for dealer service manager advising that customer would be fine with dealer driving vehicle out there; customer would prefer Saturday late morning; of customer contact information to confirm this; of 72 Commercial Street in Provincetown, Massachusetts to where Customer would like vehicle dropped off; this is a personal address. CA to email AASM.

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KONIECL	07/13/2009 12:20:01 PM	E-Mail To Jorgen Weikert				
	<p>Hi Jorgen, Hope you had a nice weekend! I wanted to update you on [REDACTED] who was the customer who had concerns with the megatronic in his 2008 Audi A3, VIN WAUNF78P78A [REDACTED]. I was working with Tracy Audi and you on this customer. We were going to provide rental assistance but [REDACTED] didn't end up needing it. He is seeking a reunite now to where the vehicle broke down in Provincetown, MA. I just spoke with Tracy Audi, Service Manager Wayne Tinti who said he would have drivers drive the vehicle out there to Provincetown and take care of this. I just wanted to give you a quick update! Thanks again for your help on this. Lisa Konieczka CA to wait for dealer call.</p>					
KONIECL	07/15/2009 05:26:58 PM	Call To Wayne Tinti		401A21		
	<p>(CA called dealer earlier today) Dealer service manager states: got information about driving vehicle to Provincetown; will be calling the customer; will update CA on Monday after this is taken care of. CA to wait for dealer call.</p>					
KONIECL	07/20/2009 11:42:53 AM	Call To Wayne Tinti		401A21		
	<p>Dealer service manager states: customer's vehicle was delivered and signed for on Saturday. CA to call customer.</p>					
KONIECL	07/20/2009 11:44:08 AM	Voice Mail For [REDACTED]				
	<p>CA LVMM for customer advising that CA was confirming that customer got vehicle delivered back to customer and vehicle is operating well. CA to wait for customer call.</p>					
KONIECL	07/22/2009 11:33:43 AM	Call To [REDACTED]				
	<p>CA advised: was calling to confirm that Customer has vehicle back and operating well. Customer states: vehicle is back; operating well; thanked CA for help. No further action.</p>					

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2008 Audi A3 2.0T FWD						
[REDACTED]	090162248	Customer Relations	WAUHF78P88A [REDACTED]	14,000		Complaint 403A61 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking
SABOURM	07/01/2009 11:22:17 AM	Call From [REDACTED]				Complaint 403A61 Part: 3511-Mechatronic Rsn: 44E Stalling
<p>Customer states the vehicle is currently at dealer (403A61); states the vehicle was surging when he pushes on the gas before it gets into first gear; states it performs like a manual transmission vehicle, but it is an automatic; states the vehicle completely stalls when it is on a steep hill; states the dealer originally told him that this was normal; states a technician named Rusty said that they need to keep the vehicle overnight to see what the issue is; states he was then told by the dealer that they experienced the same thing that the Customer has, but they cannot fix the problem because Audi of America will not allow it if there is no error code; states he read in several forums where people were experiencing the same thing and he believes that he needs a new MCU; states he told the dealer this and they agreed; states the dealer said they will have to eventually fix this problem, but cannot at this point because of no error code. CA advised Customer will contact the dealer regarding this issue. Customer requests to know if he should pick up the vehicle from the dealer. CA advised will call dealer to see if he should pick up vehicle, but ultimately it would be up to the Customer to decide. CA advised will follow-up with Customer within one hour. CA to call dealer.</p>						
SABOURM	07/01/2009 11:40:53 AM	Voice Mail To Eric Friend		403A61		
<p>CA LVMM. Advised Service Manager of Customer name and last eight of VIN; advised that the Customer vehicle is currently at the dealer and that CA is seeking information regarding the vehicle; advised Service Manager of direct extension and to call at earliest convenience to discuss. CA to call Customer.</p>						
SABOURM	07/01/2009 11:44:03 AM	Call To [REDACTED]				
<p>CA advised left a voice mail message with the Service Manager. Advised that if the dealer told him to pick up the vehicle, that he can do that at this point; advised will continue to gather information regarding vehicle and will follow-up by the EOB on 7/3/09. CA to wait for dealer call.</p>						
SABOURM	07/01/2009 01:51:32 PM	Voice Mail From Eric Friend		403A61		
<p>Service Manager LVMM. States is calling regarding Customer and for CA to call back to provide information. CA to call Service Manager back.</p>						
SABOURM	07/01/2009 03:54:16 PM	Call To Eric Friend		403A61		
<p>CA advised Service Manager of Customer and concerns. Service Manager states that the vehicle was at dealer and was looked at; states that the technician who worked on the vehicle did not experience the same issues with the vehicle as the Customer; states there were no error codes found with the vehicle. CA to call Customer.</p>						

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SABOURM	07/01/2009 05:49:42 PM	Call To [REDACTED]				CA advised has spoken with the Service Manager regarding concerns; advised that the Service Manager states that the dealer did not experience the same issues with the vehicle as the Customer. Customer states that he just spoke with Rusty at 4:30pm when he picked up the vehicle; states that Rusty told him that Audi Customer Relations never helps anyone when there is no error code; states that Rusty told him that he experienced the same concerns as the Customer and that he was sure that Audi of America would say that they cannot help. CA advised Customer that the dealer is our technical resource; advised that Audi of America cannot diagnose a vehicle and can only assist when we have a diagnosis with the vehicle. Customer states that Audi of America does not believe him and that he will go to the attorney general if this does not get resolved. CA advised will contact the dealer again, to obtain more information; advised will call Customer back by the EOB on July 3, 2009. CA to call dealer.
SABOURM	07/01/2009 05:50:11 PM	Call To Sarah		403A61		CA requests to speak with the Service Manager. Dealership personnel states that the Service Manager has not answered page. CA requests to leave a note for the Service Manager to call at earliest convenience. CA to wait for dealer to call.
SABOURM	07/02/2009 12:54:37 PM	Voice Mail To Mr. Friend		403A61		CA LVMM. CA advised Service Manager of Customer name. Advised is calling to gather further information regarding this issue. Requested Service Manager to call direct extension at earliest convenience. CA to wait for dealer call.
SABOURM	07/02/2009 03:38:39 PM	Call From Mr. Friend		403A61		CA advised Service Manager of what the Customer states he was told by Rusty. Service Manager states would like to speak with Rusty regarding this matter; states will call CA right back.
SABOURM	07/02/2009 03:47:30 PM	Call From Mr. Friend		403A61		Service Manager states he spoke with Rusty; states Rusty told the Customer that he has seen other vehicles experience the same concerns as the Customer vehicle; states that Rusty said he did not experience the same concerns with the vehicle as the Customer has in this case. CA to call Customer.
SABOURM	07/03/2009 12:48:51 PM	Voice Mail To Ryan Barthoic				CA LVMM. Advised that CA has spoken with the Service Manager and has further information regarding the vehicle. Requested Customer to call back at earliest convenience. CA to wait for Customer to call.

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SABOURM	07/03/2009 12:51:21 PM	Note To CCC				
	Please advise Customer that the Service Manager spoke with Rusty regarding vehicle; advise him that Rusty said that he has experienced the same thing in other vehicles as the Customer has. However, Rusty states that he did not experience the same concerns with the Customer vehicle; advise Customer that the dealership did not experience the same concerns with his vehicle and that Audi of America cannot do assist him unless we have a diagnosis.					
SABOURM	07/06/2009 01:47:47 PM	Voice Mail To [REDACTED]				
	CA LVMM. Advised Customer to call back at earliest convenience to obtain information regarding his vehicle; advised Customer of reference number. CA has left two voicemails for Customer. No further action pending Customer call.					
CALDWEME	07/08/2009 10:07:52 AM	Assigned To CALDWEME				
	CA had to assign case to herself because case was originally assigned CA SABOURM on team 4 but Associate is not on Team 1 and on vacation so case would not save unless CA assigned to herself.					
CALDWEME	07/08/2009 10:08:01 AM	Return Call From [REDACTED]				
	Customer states: seeking to speak to CA. CA advised Associate is in vacation and current CA can assist. CA advised we spoke with the Service Manager at Dealer 403A61 who advised he has spoke to DP Rusty to seek clarification on what Customer was advised; advised vehicle did not experience same concerns as Customer vehicle did. Customer states that is a lie; wants Audi to take car back; wants a different vehicle, either a A3 or A4; had similar issue with Mazda and had to go to the attorney general who did indeed make Mazda take the car back; it is all over the Audi forums that there was a bad batch of mechatronic units that were installed in 2008 A3's; should be a recall on this; issue is an intermittent concern. CA advised: Customer might want to ride with someone from Dealer so possibly tech can experience same issue; can research Customers request to take back vehicle but might not be able to meet expectations as our obligation as the manufacturer is to work within the terms of the warranty. CA advised will contact Dealer to see if it is a possibility for tech or Service Manager to ride with Customer. Customer states would like to do this anytime on Saturday, 7/11/09. CA advised will advise Service Manager and call Customer by COB today, 7/8/09 with update. CA to call Dealer.					
CALDWEME	07/08/2009 01:07:42 PM	Call To Jeff		403A61		
	CA advised seeking to speak to Service Manager. Service Advisor advised Service Manager is at training. CA advised of Customer concerns with wanting to ride with a DP on a Saturday. Service Advisor advised: there is no Service Manager or shop foreman or master techs at Dealer on weekend; Customer can bring vehicle in during the week, between 8-4 as the shop foreman will ride with Customer; advised Customer that vehicle is operating to specs; vehicle was only in one day, 6/29/09 @ 14,845 miles - Customer states transmission surges in an incline and Dealer found vehicle operating to specifications. CA to review with Supervisor to research Customers request.					

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CALDWEME	07/08/2009 01:13:37 PM	Face-To-Face With Chris				
		SUP advised we will continue to service vehicle under terms of the warranty. CA to call Customer.				
CALDWEME	07/08/2009 01:15:23 PM	Voice Mail To [REDACTED]				
		CA LMTRMC. CA to advise Customer: we gathered repair history (1 day down since Customer purchase in 6/09) and will continue to service vehicle under terms of warranty; advise we have contacted Dealer 403A61 Service Advisor Jeff who advised vehicle can be brought to Dealer Monday thru Friday, 8-4 as on Saturday's, there is no master tech, shop foreman or Service Manager. CA to wait Customer call.				
CALDWEME	07/10/2009 01:02:22 PM	Voice Mail To [REDACTED]				
		CA LMTRMC. CA to advise Customer: we gathered repair history (1 day down since Customer purchase in 6/09) and will continue to service vehicle under terms of warranty; advise we have contacted Dealer 403A61 Service Advisor Jeff who advised vehicle can be brought to Dealer Monday thru Friday, 8-4 as on Saturday's, there is no master tech, shop foreman or Service Manager. Pending Customer call. No further action.				
TITUSJ	07/27/2009 08:09:21 AM	Return Call From [REDACTED]				
		Customer states: is returning call; has been out of town. CA advised: CCC gathered repair history and will continue to service vehicle under terms of warranty; advise we have contacted Byers Audi Service Advisor Jeff who advised vehicle can be brought to Dealer Monday thru Friday, 8-4 as on Saturday's, there is no master tech, shop foreman or Service Manager. Customer states: Dealer has already confirmed 1 issue, but said that it is a side affect of the heat in vehicle; when driving from NH in highway traffic, almost ran into others because if this surging concerns; is seeking to know if when driving with DP if should take a video and send to someone at Audi of America. CA advised: this would be better addressed with Dealer as they are Audi of America technical resource. Customer states: is seeking to know what options he has if not happy with CCC; vehicle does not run as good as a Toyota; is seeking to know what else Audi of America will do. CA advised: Audi of America obligation is to service vehicle within terms of the warranty; if vehicle is operating per design to manufacture specifications, there are no repairs that can be made; cannot advise on options, but if Customer would like to pursue this outside of CCC this would be his decision. Customer states: is seeking Dealer technical phone number to contact someone who can discuss this further; was reading on all forums about VW R32 and Audi A3 with DSG transmission concerns; there are videos on YouTube about this as well; will take this legally if in accident. CA advised: Dealer technical resource is for Dealer only, and is not a Customer resource; if Customer would like he may contact CCC back once vehicle goes into Dealer for further follow up regarding concerns. Customer states: is seeking a Supervisor. CA advised: a Supervisor will provide Customer with the same information that CA already has. Customer states: seeking Supervisor. CA to meet with Supervisor.				

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TITUSJ	07/27/2009 08:32:18 AM	Note To CCC				
		All Supervisor assisting other Customer. CA to return to Customer.				
TITUSJ	07/27/2009 08:32:43 AM	Return To [REDACTED]				
		CA advised: all Supervisor assisting other Customer; can request one return call within 1 business day. Customer acknowledged. CA to assign.				
TITUSJ	07/27/2009 08:34:38 AM	Assigned To Eastern				
		Please contact customer within 1 business day. Thank you. Supervisor to call customer.				
FIELDN	07/27/2009 09:09:36 AM	Assigned To FIELDN				
		RCM to call Customer.				
FIELDN	07/27/2009 09:23:08 AM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM to wait for Customer's call.				

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FIELD SN	07/28/2009 09:43:31 AM	Call To	[REDACTED]			
<p>RCM advised is aware of the Customer's concerns; seeking to know how RCM can be of assistance. Customer states he has scheduled with Byers to test drive with the technician; he has gotten a lot of corporate answers to the following concerns; he has been told that this is a common issue with the vehicle while it's hot; if this is so common, he doesn't understand why it happens when it's hot; the Dealer has contacted TACS and they said that it is normal; all he wants to have replaced is the mechatronic control unit; all of the forums suggest that this is the issue; all he wants is to have this repaired; he would rather have Audi of America repair the vehicle for \$3000 rather than he leave the Brand; the Dealer said that the only way that Audi of America will repair this is if there is a failure of the part; seeking to know if he can get the answers that he needs by contacting TACS directly rather than going through the Dealer. RCM advised TACS is a resource that is only available to the Dealer; while RCM understands the Customer's reason for requesting this, the Dealer has the ability to contact them with any questions or concerns they may have in the attempt to resolve the Customer's concerns. Customer states the Dealer has done this and keeps being told by TACS that the surging issue is normal; the Dealer disagrees with TACS and feels that the mechatronic should be replaced. RCM advised if that is the case, the Dealer should present this to TACS; the Dealer can also provide this information to other resources within Audi of America if they disagree with the information that TACS has provided; ultimately, once there is something decided by TACS, since they are one of the highest technical resources within Audi of America, that decision would stand; if TACS is stating that the vehicle is operating to specifications then we would support that information; when the Dealer was contacted and we spoke with the Service Manager, the Service Manager stated that the</p>						
FIELD SN	07/28/2009 10:36:03 AM	Continued Comment To	[REDACTED]			
<p>Continued Comment: technician, Rusty, stated that he had not experienced the Customer's concerns; if the Dealer has experienced this and has not provided this information to TACS, then that may be the issue. Customer seeking to know if he goes into the Dealer today and TACS continues to state there isn't an issue what is his recourse. RCM advised if that is the case there isn't any further recourse within Audi of America; the best option at this point is to go on the test drive with the technician; seeking to know when that will be done. Customer states at noon today. RCM advised we can follow-up with the Dealer this afternoon; the Dealer does have the ability to request for someone from Audi of America come out to look at the vehicle; we will discuss this with the Service Manager at Byers and will call the Customer back today. RCM to reassign.</p>						
FIELD SN	07/28/2009 10:38:13 AM	Assigned To	SABOURM			
<p>Please come see me on this case. Original CA to call Byers Audi.</p>						
LEDESMJ	07/28/2009 12:27:30 PM	Call From	[REDACTED]			
<p>Customer went to Byers Audi for the test drive and has found the surging issue happening while driving with Technician; Technician name Bill who told Service Manager the problems that were being experienced; customer signed paperwork to drop off vehicle. CA to transfer to case owner for update.</p>						

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 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LEDESMJ	07/28/2009 12:31:48 PM	Transfer To Marcel				CA transferred to Case Owner.
SABOURM	07/28/2009 12:48:45 PM	Call From [REDACTED]				Customer states is currently at the dealer (Byers Audi) with the vehicle; states that the 2 technicians (Adam and Bill) that drove the vehicle experienced the same concern with the vehicle; states the Service Manager (Jeff) is aware of this issue; states the dealer is going to perform an oil change on the vehicle and try to get a diagnosis. CA advised will contact the dealer and be in contact with the CUSAT regarding this issue. CA to call dealer.
SABOURM	07/29/2009 07:53:03 PM	Voice Mail To Eric Friend		403A61		CA LVMM. Advised Service Manager of Customer name and last eight of VIN. Requested to know if the dealer had a diagnosis on the vehicle. Requested the Service Manager to call back at earliest convenience with any information that he may have. CA to wait for dealer call.
SABOURM	07/30/2009 11:27:31 AM	Voice Mail From Eric Friend		403A61		Service Manager advised that the Customer was in and the vehicle was test driven and found to have a shifting concern; states the dealer contacted tech line and got the authorization to order a mechatronics unit; states he told the Customer that it would be about two weeks before the dealer gets the part; states the Customer seemed fine with it. CA to call Customer.
SABOURM	07/30/2009 11:38:04 AM	Voice Mail To [REDACTED]				CA LVMM. Advised Customer that CA has spoken with the Service Manager regarding the vehicle and was informed that a mechatronics has been ordered and could take up to two weeks to arrive; advised Customer to call back with any additional questions or concerns regarding vehicle. CA to call Customer.
SABOURM	07/31/2009 04:38:38 PM	Voice Mail To [REDACTED]				CA LVMM. Advised Customer to call back with any additional questions or concerns that he may have. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>	
2008 Audi A3 3.2 Quattro							
[REDACTED]	090163930	Customer Relations	WAUKD78P98A [REDACTED]	17,000		Complaint 402A33 Pr. Part: 3735-Automatic transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly	
TALBOTR	07/03/2009 08:16:50 AM	E-Mail From [REDACTED]					Complaint Rsn: 74A Customer leaving brand
Subject: Warranty First name: [REDACTED] Last name: [REDACTED] Email address: [REDACTED] Preferred Phone No.: [REDACTED] Alternate Phone No.: [REDACTED] Address: [REDACTED] City: Naperville State: Illinois ZIP code: [REDACTED]							
Please share your Audi experience with us: I took my 2008 A3 Quattro S-Line to Continental Audi of Naperville, IL with problems to my DSG. It was quickly diagnosed as a faulty mechatronic unit that would be replaced under warranty. According to my research this problem is not uncommon. Besides the inconvenience of having trouble with my vehicle I am being told that a replacement part will take 4 weeks to arrive. I find this totally unacceptable! I paid a significant sum of money for this vehicle and to have it broken after only 17,000 miles and unable to repair for a month makes me question whether I made a wise choice in purchasing an Audi. On top of that I was not offered a loaner vehicle for the period of time until the new part arrived. I was told that my car was "okay" to drive which I question as there will probably be damage incurred to other components of the transmission caused by the defective TCU. I am greatly disappointed with my experience and will likely never purchase another Audi. The VIN of my vehicle is: WAUKD78P98A [REDACTED]							
CA to call customer.							
TALBOTR	07/03/2009 10:10:06 AM	Call To [REDACTED]					Complaint 402A33 Part: 3735-Automatic transmission Rsn: 38Q Backorder
CA LMTRMC with spouse. If/when customer calls please advise customer the following: apologize for vehicle concerns and if part is on back order; advise customer if there are no available parts in the US, part might be on back order coming from Germany; Audi of America may monitor if customer would like us to, but cannot make part come any faster; Audi of America can look into rental/loaner vehicle for customer as well. Please advise customer Audi of America will contact Dealer 402A33 regarding back order part and will contact customer by COB Wednesday 07-08-09. Thank you. CA to wait for customer call.							
Complaint 402A33 Rsn: 68E Dealer Non-participating - loaner							

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

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

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

DECLERC 07/03/2009 10:31:15 AM Call From [REDACTED]

Customer states: ridiculous to have to wait for a month for the mechatronic unit; SA has advised that vehicle is safe to drive, however, customer does not feel comfortable driving vehicle when he is experiencing transmission concerns; customer states that he also owns a Porsche and if that car needed a part, it would be fed-exed from Germany overnight to the dealership. CA advised that original CA is currently working on this for customer to determine why it's taking so long to obtain component, possibly because the component is VIN specific, but CA isn't certain. Original CA will check on status and follow up with customer by COB on Wednesday, July 8.
CA to handle accordingly.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TALBOTR	07/03/2009 11:35:10 AM	E-Mail To David Ozer		402A33		

***** Email to dang@conaudi.com;daveo@conacura.com; *****

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

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

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 A3

VIN: WAUKD78P98A [REDACTED]

Vehicle Down (Y/N): ? customer is still driving and did not get a loaner/rental vehicle

Number of Days Down: ?

Dealer Section:

Please provide the following information:

Part Number:

Sales Document Number:

Order Date:

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

Has a specialist at the depot been contacted?

Has a critical part order been placed?

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

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

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

Thank you in advance for your consideration.

Ross Talbott
(248) 754-3401

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CA to wait for Dealer e-mail.

TALBOTR	07/03/2009 12:52:29 PM	Voice Mail From Scott	402A33			
DP LVMM. DP states calling regarding customer and seeking a contact back from CA. CA to call customer.						

TALBOTR	07/07/2009 10:49:03 AM	Call From Scott McDonald	402A33			
Service Manager states the following: Customer needs a transmission valve body; part is on critical alert, back order, on red status; ETA is July 29th; Service Manager did speak with the Service Advisor and he advised Service Manager customer refused a loaner vehicle; Service Manager states Dealer gives out loaners all the time and can imagine why customer would not be offered a loaner vehicle; part #02E 325 025 ADZCV; document #1005800306. CA advised Dealer the following: CA will contact customer and advise him to speak with Service Manager regarding loaner vehicle and advise customer Audi of America will monitor updates on part but cannot expedite part or get it here any faster; if Service Manager gets any updates CA would appreciate a contact. Service Manager states will follow up with CA and CA should refer to him for a loaner vehicle as there must have been some misunderstanding. CA to call customer.						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TALBOTR	07/07/2009 03:48:30 PM	Voice Mail To	[REDACTED]			<p>CA LVMM. If/when customer calls please advise customer the following: Audi of America researched some information with Dealer 402A33, part is on back order (transmission valve body) and it was ordered the fastest way (red order, critical order) to get to the Dealer; Dealer offers loaners all the time and apologizes but there was some miscommunication as they would have loved to offered customer a loaner for vehicle being down so long; If customer is interested in a loaner vehicle he should contact Scott at the Dealer (Service Manager) and he will make these arrangements; Audi of America will monitor part for the customer and give customer updates on a weekly basis and work with Dealer 402A33 for an updates. Please assist customer accordingly. Thank you. CA to assign to parts.</p>
TALBOTR	07/07/2009 03:59:46 PM	Assigned To	@AUDIPARTS			<p>Please research part. Thank you. dealer # 402A33 vehicle for right now with the customer Transmission valve body warrantable ordered 06-30 The name on the order- [REDACTED] No accident customer driving vehicle but in VMM was advised Service Manager wants to offer a loaner to the customer. working with Service Manager (Scott) at Dealer 402A33 Part Number- #02E 325 025 ADZCV Order Type- Red . Sales Document Number- #1005800306</p> <p>Parts to research.</p>
ACORDLI	07/07/2009 04:43:49 PM	Note To	ccc			<p>Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.</p>

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GRZADZA	07/07/2009 05:47:20 PM	Return Call From	[REDACTED]			<p>CUST informed is returning a call from associate. CA advised the following: he has obtained some information with Dealer 402A33, part is on back order (transmission valve body) and it was ordered the fastest way to get to the Dealer; Dealer offers loaners all the time and they apologize if there was some miscommunication as they would have loved to have provided loaner for vehicle being down so long; If he is interested in a loaner vehicle he should contact Scott at the Dealer as he is the Service Manager and he will make these arrangements; Audi of America will monitor part for the customer and give customer updates and work with Dealer 402A33 for an updates; per information received after associate left him the message is that the expected eta for the part is 7/29; we will follow back up with him by COB 7/29 or sooner to confirm that part has arrived. CUST states the following: he feels that the news is not good; he had been given that date initially; after this is over he will sell VEH, and buy a honda. CA to advise associate of case updates.</p>
GRZADZA	07/07/2009 05:56:24 PM	E-Mail To Ross				<p>CA advised associate of case updates. Associate to handle file accordingly.</p>
VARGAM	07/07/2009 06:32:19 PM	Call From	[REDACTED]			<p>Customer states would like to know why he was told by an advocated that if he call the Dealer and spoke directly with Dealer service manager (Scott McDonald) that he would be provided a loaner vehicle then when he called the Dealer they do not know who Scott McDonald is and that they would still not be able to provide a loaner. CA advised would like a chance to contact the Dealer on the customers behalf. CA to call Dealer while customer holding.</p>
VARGAM	07/07/2009 06:37:45 PM	Call To MR grebner /MR matway			402A33	<p>CA advised Service Manager of the customer's request for a loaner vehicle advised of associates notes to contact Scott McDonald. Service Manager advised that Scott McDonald does not work at this Dealer would like to look into the customer's request for a loaner vehicle. General Manager (Eric Matway) advised that the technician advised that the customers vehicle is not inoperable and the customer can drive the vehicle and this is why a loaner vehicle is not being presented; advised that if the technician felt that driving the vehicle would cause damage to the vehicle or put the customer in danger they would not advise the customer to drive the vehicle. General Manager states that if the customer wants to he can call the Dealer and ask to speak directly with him. CA to return to customer.</p>

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VARGAM	07/07/2009 06:44:56 PM	Return To	[REDACTED]			CA advised: must have been misinformation provided to the customer in regards to the loaner vehicle. CA advised: spoke with the General Manager at Dealer 402a33 and he advised that a technician advised that the customers vehicle is not inoperable and the customer can drive the vehicle and this is why a loaner vehicle is not being presented; advised that if the technician felt that driving the vehicle would cause damage to the vehicle or put the customer in danger they would not advise the customer to drive the vehicle. General Manager states that if the customer wants to he can call the Dealer and ask to speak directly with him. Customer states is very dissatisfied with the brand and is thinking about sailing the vehicle. CA to wait for parts.
TALBOTR	07/08/2009 10:28:02 AM	Call To Ryan Billets assistant SM	402A33			(filling for Dan Graebner as on vacation for the week) Service Manager states the following: assuming since the e-mail came to both parts and service department (hence why a DP from parts called CA back), this is why Scott Stengal contacted CA back and gave information to CA. CA advised Service Manager the following: since CA was contacted directly from Dealer after e-mail was sent CA assumed it was the Service Manager; CA gathered all information and advised customer of this information as well as it was conflicting information; customer caught in the middle and advised Service Manager for the future maybe only the Service Manager should contact CR back realizing this happened due to Service Manager being out of the office; now Audi of America has lost a customer due to conflicting information. CA to wait for parts.
ACORDLI	07/08/2009 12:08:08 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/09/2009 04:58:25 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/10/2009 04:42:55 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/14/2009 02:44:08 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	07/15/2009 04:55:38 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/16/2009 03:23:03 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
TALBOTR	07/17/2009 09:48:37 AM	Call To daughter- name unknown				CA advised relative the following: calling to give customer an update as Audi of America will continue to monitor part for the customer and ETA is still 07-29-09; CA will contact customer not later than Friday 07-24 with updated information or part status. parts to keep monitoring.
ACORDLI	07/20/2009 03:09:18 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/21/2009 03:45:26 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/22/2009 03:34:28 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/23/2009 03:10:10 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
TALBOTR	07/24/2009 01:26:10 PM	Call To daughter-unknown				CA advised relative the following: calling to give customer an update as Audi of America will continue to monitor part for the customer and ETA is still 07-29-09; CA will contact customer not later than Wednesday 07-29-09 with updated information or part status. Parts to keep monitoring.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	07/24/2009 03:16:04 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/27/2009 05:16:33 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
ACORDLI	07/28/2009 03:10:48 PM	Note To ccc				Parts CA advised: Dealer 402A33, sales doc 1005800306 has red ordered part 02E325025ADZCV with an ETA of 7/29/09. Parts CA to continue to monitor.
TALBOTR	07/29/2009 11:50:24 AM	Call To (parts) [REDACTED]		402A33		DP states the following: ticket is closed as part came in on the 07-24th; vehicle back with customer. CA to call customer.
TALBOTR	07/29/2009 11:52:30 AM	Call To [REDACTED]				Spouse states the following: vehicle is repaired and back with the customer; no negative talk from husband so believes he is happy with the vehicle; if he has anymore questions, concerns, or comments she will have him contact AoA. No further action.
ACORDLI	07/29/2009 12:01:33 PM	Assigned To TALBOTR				Associate to handle.
TALBOTR	07/29/2009 02:04:23 PM	Note To CCC				Case pending customer call. No further action required.

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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 Audi A3 2.0T FWD						
██████████	090170882	Customer Relations	WAUNE78P48A██████████	7,000		Complaint 408B01 Pr. Part: 3435-Transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
LANCET	07/10/2009 03:32:33 PM Call From ██████████		Spouse stated: purchased vehicle from Dealer 408A85; Dealer 408A5 failed to provide keys with battery but that concern has been resolved; the vehicle was taken to Dealer 408B01 for a concern with the acceleration, not going in reverse and a throttle concern; Dealer 408B01 determine that vehicle concern is due the transmission and the part was ordered last week; Customer was told the part might arrive next week; Customer finds it strange that a vehicle with 7K miles is having such a major concern. Customer seeking: why does the part take so long. CA advised; components like transmission and engines have to programmed for vehicle so that can't be stocked; part might be backed order or red ordered; CA would have to contact Dealer 408B01 to be sure. Customer stated: Dealer 408B01 provided a similar story. Customer seeking: CA to note comments on file. CA advised: file will be noted. No further action.			
VARGAM	07/17/2009 05:38:51 PM Call From ██████████		Customer states has been having a concern with the transmission of the CPO vehicle since the time he purchased it form Dealer 408a85; Customer states that he took the vehicle to Dealer 408b01 for a concern with the transmission; Dealer 408b01 advised that the repair may take a couple of days; Dealer 408b01 provided a loaner vehicle to the customer while the vehicle was being diagnosed; after a couple of days the Dealer called the customer and stated that the part that is need is coming from Germany and may take 2 weeks to come in; now that the two weeks has passed Dealer 408b01 called and advised the customer that the parts may take a few more weeks to come in and that the customer would need to return the loaner vehicle as his vehicle is drivable. Customer states: does not understand how a vehicle can be a CPO if he is immediately having these type of concerns and would like to return the vehicle for a full refund. CA advised that AOAs goal is to get the vehicle working to manufacture specifications. CA will look into the customer's request to return the vehicle but it is an unlikely request. CA set a follow up date for by COB 7-21-09. CA to email the Dealer to obtain the repair history.			

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VARGAM	07/17/2009 06:07:59 PM	E-Mail To David Follett	408B01			

***** Email to dfollett@princetonauto.com;dennis.cesaro@openroad.com *****

ACTION REQUIRED: [REDACTED] - Confirm Repair History

Please review the repair history and number of days down for the customer listed below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUNE78P48A [REDACTED]

Customer alleged days down:

Vehicle repair history:

UNKW Unknown	01/26/2009	5,000			
0305 5000 MILE MAINTENANCE	01/22/2009	5,000			
BPDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD			07/31/2008	0	
APDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD			04/18/2008	0	

Dealer Section:

Does the above history match your customer records (Y/N):

If history does not match, please provide any additional repairs/days down:

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

What is the current diagnosis?

What is the ETA on this repair?

Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

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

09/23/2009

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

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

Tamika Lance
(248) 754-3602

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CA to email DLR 408a85

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VARGAM	07/17/2009 06:09:08 PM	E-Mail To MR Cesaro		408A85		

ACTION REQUIRED: [REDACTED] - Confirm Repair History

Please review the repair history and number of days down for the customer listed below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUNE78P48A [REDACTED]

Customer alleged days down:

Vehicle repair history:

UNKW Unknown	01/26/2009	5,000			
0305 5000 MILE MAINTENANCE	01/22/2009	5,000			
BPDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD			07/31/2008		0
APDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD			04/18/2008		0

Dealer Section:

Does the above history match your customer records (Y/N):

If history does not match, please provide any additional repairs/days down:

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

What is the current diagnosis?

What is the ETA on this repair?

Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

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

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

<u>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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Tamika Lance
(248) 754-3602

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CA to wait for DLR email.

CALDWEME 07/20/2009 03:51:17 PM Call From Bob

Associate advised: Customer already has a case open; vehicle is having transmission concerns; vehicle has been at Dealer 408B01 too long per Customer. CA advised to transfer Customer through to CA. CA to speak to Customer.

CALDWEME 07/20/2009 03:53:03 PM Continued Comment With [REDACTED]

Customer states spoke with DP Dave at Dealer 408B01 and part will not arrive until mid August; wants to know if Customer can return vehicle. CA advised our obligation is to work within terms of warranty to address any manufacturing issue that may occur; we will confirm with Dealer 408B01 part information and call Customer by COB on 7/21/09. Customer states it is all over the internet about how transmissions such as these are failing. CA advised our approved website is audiusa.com and unable to advise of what other websites states. CA to call Dealer 408B01.

LANCET 07/21/2009 12:20:17 PM Call To Dave Follett 408B01

Service Manager advised; part is on red order and critical alert; Dealer 408B01 has been advised that part won't arrive until mid August; Customer is supposed to return loaner today since vehicle is safe to drive; if Customer doesn't return loaner today Customer will be charged \$40 per day. CA to call Customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VARGAM	07/21/2009 12:28:59 PM	E-Mail From follett		408B01		
	Days down	20				
	Current mileage	7,969				
	Customer in Audi loaner					
	Customer concern:	There is a delay before vehicle moves forward when accelerator id depressed.				
	Diagnosis:	Needs mechatronic unit for auto transmission. Part is on back order. Last week we were advised ETA is the middle of August				
		We have asked customer to return loaner & pick up his vehicle until part is available. He is due here today, 07/20/09.				
	Dave Follett					
	Service manager					
	Princeton Audi					
	CA to wait for DLR email.					
VARGAM	07/21/2009 12:30:04 PM	E-Mail From Cesaro		408A85		
		Other than a CY campaign and a tire issue, history is correct. CA to call the Dealer.				
VARGAM	07/21/2009 01:00:35 PM	Call To [REDACTED]				
		CA LVMM: please advise that Audi of America is would not be able to meet the customers expectation at this time on getting out of the vehicle for a full refund; advise the customer that Audi of America will continue to service the vehicle per the terms off the warranty and would be able to further evaluate the customer's request after the repairs are made; the parts are on a critical red order and the customer will be alerted by the Dealer as soon as the parts come in. CA to wait for customer call.				
GRZADZA	07/21/2009 04:24:10 PM	Return Call From [REDACTED]				
		Customer asked to speak with associate. CA informed would check associate's availability. CA to look for associate.				
GRZADZA	07/21/2009 04:24:32 PM	Note To ccc				
		Associate is currently assisting another Customer. CA to return to Customer.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GRZADZA	07/21/2009 04:24:51 PM	Return To	██████████			

CA informed associate is currently assisting another Customer. CA advised the following: Audi of America is would not be able to meet his expectation at this time on getting out of the vehicle for a full refund; we will continue to service the vehicle per the terms off the warranty and would be able to further evaluate the customer's request after the repairs are made in order to take into account the total down time of the vehicle; the parts are on a critical red order and the customer will be alerted by the Dealer as soon as the parts come in. Customer states the following: the Dealer has told him that the parts will not be available until the middle of next month; 2 months is too long to wait for parts; he may contact an attorney; CPO does not mean anything, and feels that it is gimmick of the Dealer. Customer asked if there is someone else he could speak with. CA advised the following: there is not anyone else who can give a different decision, and we must wait until the vehicle is fixed in order to look further into his request. Customer did not ask for a Supervisor. No further action.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi A3 2.0T FWD						
[REDACTED]	090175678	Customer Relations	WAUHF78P78A [REDACTED]	12,000		Complaint 422G06 Pr. Part: 3885-Mechatronics Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
MOOREB	07/16/2009 07:31:08 PM	Call From [REDACTED]				Complaint 422G06 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
<p>Customer states: vehicle broke down; vehicle is at Dealer 422G06 for a new Mechtronic computer; Dealer ordered part; it was shipped to Dealer broken; now Dealer has to order another part from Germany; this part is on back order from Germany; Dealer does not know when it will be available; vehicle has been down since beginning of June; Customer seeking compensation for down time; such as vehicle payments or navigation system for vehicle and payment. CA advised: Customer that evaluation of down time is considered to determine payments to be covered; CA will research Customer requests; will contact Dealer to seek addition information regarding when part availability; will return call to Customer no later than 7/20/09 with any updates. CA to contact Dealer.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MOOREB	07/17/2009 10:55:27 AM	E-Mail To Erich Christjansen		422G06		
ACTION REQUIRED: [REDACTED] - Concern with Repairs -						

The following customer has contacted Audi Customer CARE and is concerned with the repairs performed on his/her vehicle. Please review the details below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUHF78P78A [REDACTED]

Location of vehicle: Dealer 422G06

The vehicle currently down (Y/N): Yes

Number of days down: 7 weeks and counting

Customer is Seeking: Customer seeking compensation for down time; such as vehicle payments or navigation system for vehicle and payment.

Dealer Section:

Please advise of the following:

Has the field been involved?

Has the hotline or TFM been contacted?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours by replying to this e-mail address.

Thank you in advance for your consideration.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Brad Moore Brad.Moore@Audi.com 248-754-3511						
<p>The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.</p> <p>CA to wait Dealer response.</p>						
MOOREB	07/17/2009 11:15:39 AM	Call From Erich		422G06		
<p>Dealer Service Manager advised: aware of Customer situation; Dealer ordered new part; expecting part at the latest by end of August; Dealer Service Manager notified ASM of situation; will be forwarding requests of covering payments for Customer. CA advised: thanked Dealer Service Manager for call; will notify Customer of updates. CA to call Customer.</p>						
MOOREB	07/20/2009 05:15:03 PM	Voice Mail To [REDACTED]				
<p>CA advised: LVMM to Customer stating Dealer ordered new part; expecting part at the latest by end of August; Dealer Service Manager notified Field of situation of requests of covering payments for Customer; once vehicle is completed to contact Audi of America CR; we then can evaluate Customer requests given the total down time; provided Audi of America CR contact information and case number to reference. CA to call Customer residence.</p>						
MOOREB	07/20/2009 05:17:04 PM	Voice Mail To Residence [REDACTED]				
<p>CA advised: LVMM to Customer stating Dealer ordered new part; expecting part at the latest by end of August; Dealer Service Manager notified Field of situation of requests of covering payments for Customer; once vehicle is completed to contact Audi of America CR; we then can evaluate Customer requests given the total down time; provided Audi of America CR contact information and case number to reference. No further actions; pending Customer call back.</p>						
DABISHC	07/29/2009 05:03:04 PM	Call From Erick Hauge				
<p>AASM advised: to offer Customer three lease payments; parts for the vehicle are in, and they are in early; vehicle should be ready at this point. Supervisor advised would have Customer contacted, and offer made of three payments. AASM advised to send check directly to Customer. CA to call Customer.</p>						

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MOOREB	07/29/2009 06:56:22 PM	Call To [REDACTED]				CA advised: Customer that Audi of America will offer Customer three lease payments; parts for the vehicle are in, and they are in early; vehicle should be ready at this point; Audi of America would like to turn around Customer experience; a check from Audi of America will be sent to Customer for compensation; will take between 4 - 6 weeks. Customer states: appreciates offer; very happy. CA to research how to compensate payments for Customer.
SHELLNB	07/29/2009 07:25:50 PM	Call From [REDACTED]				Customer states was seeking original associate. CA advised that associate is assisting another Customer. Customer states was offered payment reimbursement. Customer states was seeking if that can be in the form of a check instead of a credit as Customer would like to put the money down towards an A4 as Customer wife like the A4 loaner they drove. CA advised that we will research and call Customer back by the end of the day tomorrow.
MOOREB	07/29/2009 07:34:45 PM	Note To CCC				CA went to I Quote online; Customer payment is \$392.14 time 3 payments; total will be \$1176.42.
MOOREB	07/29/2009 07:40:26 PM	Call To Erich		422G06		CA advised: Dealer Service Manager to fax over Customer R.O. for vehicle lease payment compensation. Dealer Service Advisor states: will do. CA advised: provided Audi of America fax and Customer case number. CA to wait for Dealer fax.
MARASHS	07/30/2009 09:00:24 AM	FAX From Erich		422G06		Fax in doc center.
MOOREB	07/30/2009 01:34:34 PM	Assigned To WILDERD				CA advised: Assigned case to Audi Corr; please generate check for Customer; per AASM compensating Customer 3 vehicle lease payments; totaling \$1176.42; for mechatronics repairs. CA to wait Audi Corr.
WILDERD	07/30/2009 02:46:03 PM	Approved By Erick Hauge, Area 36				852049658 - WAUHF78P78A [REDACTED] - AoA to reimburse customer three lease payments to promote customer satisfaction for concerns with Mechatronics (3885). Three payments @\$393.00 equal a total of \$1,176.42.
WILDERD	07/30/2009 02:53:38 PM	Assigned To MOOREB				CA generated EFT to AFS; signed and placed in hub for approval. CA to wait check.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LANCET	07/30/2009 07:12:07 PM	Call From [REDACTED]				Customer stated: seeking to speak with associate. CA advised: will contact associate to see if available. CA to contact associate.
LANCET	07/30/2009 07:12:23 PM	Face-To-Face With Brad Moore				CA advised; Customer seeking to speak with associate. Associate advised Customer can be transferred. CA to transfer.
LANCET	07/30/2009 07:12:33 PM	Return To [REDACTED]				CA advised: associate is available. CA to transfer.
LANCET	07/30/2009 07:12:52 PM	Transfer To Brad Moore				CA performed a warm transfer. Associate to handle.
MOOREB	07/30/2009 07:15:48 PM	Continued Comment With [REDACTED]				Customer states: seeking to know if Customer will receive check; and if amount coming from Audi of America or Dealer. Ca advised: currently awaiting check for Customer; this compensation is worked out with Audi of America and Audi Henderson; any further requests from Customer are dealt with Dealer; CA will inform Customer when check is mailed. CA to wait for check.
MOOREM2	08/03/2009 10:47:50 AM	Face-To-Face With Delores Wilder				CA advised: the Customer has requested a check for the 3 vehicle payments to put down on purchase of A4; the payments reimbursement requested is for an ETA to AFS. CA seeking EFT to be voided and check to be requested. Associate advised: would need either Supervisor or Audi Henderson's Service Manager approval for check to be sent to Customer instead of payments sent to AFS. CA to call Audi Henderson.
MOOREM2	08/03/2009 11:06:13 AM	Voice Mail For Erich Christjansen - Au 422G06				LMTRMC. CA advised: call regarding the 3 vehicle payment offered to Customer for vehicle concerns; Customer seeking the reimbursement of the 3 vehicle payments be sent to Customer so that Customer could use money towards down payment of A4 purchase; provided CA phone number. CA to wait Audi Henderson call.
MOOREM2	08/03/2009 11:10:03 AM	Call From Erich Christjansen - Audi He 422G06				Audi Henderson Service Manager advised: approves CA request; CA should really speak with AASM who originated the offer. CA to call AASM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
DABISHC	08/03/2009 11:16:30 AM	Note To CCC				
		Please have live check sent to Customer. Thanks.				
MOOREM2	08/03/2009 11:20:35 AM	Assigned To WILDERD				
		Please void EFT to AFS and generate check for the 3 VEH payments to be sent oo CUST per Audi Hendersen SM and SUP approval. Original CA to wait for check.				
WILDERD	08/03/2009 11:43:34 AM	E-Mail To Kisti Anger				
		CA sent e-mail requesting that the check be void that was listed for AFS so that a check can be provided in the customer's name. CA to wait decision.				
WILDERD	08/03/2009 11:47:34 AM	E-Mail From System Administrator				
		CA advised by system administrator that advocate is out of the office. CA to send e-mail to associate.				
CAMILOM	08/03/2009 11:49:21 AM	Note To ccc				
		Voided pending check request payable to AFS in the amount of \$1,176.42 per CA.				
WILDERD	08/03/2009 11:50:58 AM	E-Mail To Miguel Camilo				
		CA sent e-mail request to void and reissue check. CA to wait decision.				
WILDERD	08/03/2009 11:51:30 AM	E-Mail From Miguel Camilo				
		Dolores,				
		I have voided the pending check request and inserted a case note.				
		You may now create a new check request for the proper payee.				
		~miguel				
		CA to generate check request.				

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

09/23/2009

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WILDERD	08/03/2009 12:09:03 PM	Assigned To MOOREB				
		CA generated check request; signed and placed in hub for approval. CA to wait check.				
CR_BATCH	08/08/2009 04:00:33 AM	Note To WILDERD				
		Check # [REDACTED] for amount \$ 1176.42 mailed on 08/07/2009				
CAMPBECA	08/13/2009 06:26:19 PM	Call From [REDACTED]				
		Customer states: calling to verify if a check was mailed out. CA advised that a check for \$1176.42 was mailed out on 8/7/2009. No further action.				

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

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

<u>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 Audi A3 2.0T FWD

[REDACTED]	090183655	Executive	WAUNF78P58A [REDACTED]	8,000		Complaint 423D99 Pr. Part: 3735-Automatic transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
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HOLLISBR 07/27/2009 02:06:48 PM E-Mail From Johan de Nysschen
 From: de Nysschen, Johan (AoA)
 Sent: Monday, July 27, 2009 12:28 PM
 To: Tate, Anna
 Subject: Customer Complaint

Anna

[REDACTED] has via unconventional avenues complained about transmission lurching on his A3 STronic. University in Seattle is dealer.

Only contact I have is telephone # [REDACTED]

Thanks
 Johan de Nysschen
 President
 Audi of America, Inc
 RC to document.

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

<u>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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HOLLISBR	07/27/2009 02:07:24 PM	E-Mail From Anna Tate				
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From: Tate, Anna
 Sent: Monday, July 27, 2009 1:17 PM
 To: Hollister, Brad
 Subject: FW: Customer Complaint

Brad, I do not know what "unconventional avenues" [REDACTED] has attempted to get our attention but would appreciate your contacting him today to advise him you are responding to his attempts on behalf of JdN.

Pls follow-up with Mark Fruechtnicht after you have spoken with him so JdN knows we have contacted him.

Thanks.

Anna

Anna Tate
 Executive Case Leader
 Audi of America, Inc.
 Audi Customer CARE
 3499 W. Hamlin Road
 Rochester Hills, MI, 48309
 United States of America
 Tel. +1 248 754 3662
 Fax. +1 248 754 3821
 mailto:anna.tate@audi.com
 http:\\www.audiusa.com
 RC to research.

HOLLISBR	07/27/2009 02:07:35 PM	Note To CCC				
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Located customer information via last name search and [REDACTED] business location (Clyde Hill, WA). No TACS tickets present, no previous cases linked to VIN. No related TSB's without more information. RC to contact 423D99.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	07/27/2009 02:17:47 PM	Call To Service Receptionist		423D99		
		Dealer states that service manager is out for the week, RC should speak with John Savo. RC LMTRMC. RC to call customer.				
HOLLISBR	07/27/2009 02:23:48 PM	Call To [REDACTED]				
		Spouse states please call back in 10 minutes. RC to call customer.				
HOLLISBR	07/27/2009 03:00:17 PM	Call To [REDACTED]				
		Customer states vehicle has been at 423D99 for a week. Customer states that the dealer has advised that the vehicle is operating as intended and has provided a loaner vehicle. Customer states that the vehicle rolls backwards when on a hill and customer has to give it more gas than needed, and transmission suddenly engages, vehicle then lurches. Customer states the vehicle does this on level ground as well. RC advised would follow up 7/29. RC to contact Product Support.				
HOLLISBR	07/27/2009 03:11:30 PM	Call To Erik Noble				
		RC described customer concern to Product Support. Product support states vehicle will need a new Mechatronics unit. RC advised would have dealer open a TACS ticket. RC to contact 423D99.				
HOLLISBR	07/27/2009 04:13:06 PM	Call To Jon Savo		423D99		
		Dealer states vehicle has been in since 7/24/2009 at 10,262 miles. Dealer states that the vehicle is operating as intended. Dealer states customer didn't know about hill hold assist. RC advised vehicle may need a mechatronics unit, please open a TACS ticket. Dealer states will do that. RC to contact AASM.				
HOLLISBR	07/27/2009 04:14:59 PM	Voice Mail To Scott Story				
		RC LMTRMC. Wait field contact.				
HOLLISBR	07/28/2009 01:47:11 PM	Call To John Savo		423D99		
		Dealer states the customer's spouse came in this morning and test drive vehicle with the shop foreman, vehicle was operating to manufacturer's specifications. Dealer states that the TACS ticket is opened, vehicle is still at 423D99 awaiting TACS instruction. RC to follow up.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	07/28/2009 03:34:30 PM	Note To CCC				
						TACS Access Code 484823. 07/28/2009 13:52:34: US/Eastern: brian louis: Initiated: Issue Opened by Dealership 07/28/2009 13:52:34: US/Eastern: brian louis: Initiated: customer states car lurches when accelerating from a stop in drive and reverse. could not duplicate. shop foreman road tested with customer. customer could not demonstrate. customer contacted customer relations. customer relations requested a tac report be filed. 07/28/2009 14:12:41: US/Eastern: David Randall: Open: Consultant in Process: Customer Comments: customer states car lurches when accelerating from a stop in drive and reverse. could not duplicate. shop foreman road tested with customer. customer could not demonstrate. customer contacted customer relations. customer relations requested a tac report be filed. 07/28/2009 14:12:41: US/Eastern: David Randall: Open: Consultant in Process: Workshop Findings: The concern has not been verified after extended test drives. The customer could not duplicate the concern for the dealership on two attempts. NO faults stored. Fluid level and condition is good. First time in for the concern. 07/28/2009 14:12:41: US/Eastern: David Randall: Open: Consultant in Process: Advised tech to test drive the vehicle further and if unable to duplicate the concern release the vehicle. Thanks RC to call spouse.
HOLLISBR	07/28/2009 03:36:22 PM	Call To [REDACTED]				
						Spouse states he just picked up the vehicle. Spouse states they informed customer on driving techniques and customer feels much better about the situation. Customer thanked for RC involvement. RC to send update.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HOLLISBR	07/28/2009 04:09:38 PM	E-Mail To See E-mail				

-----Original Message-----

From: Hollister, Brad
 Sent: Tuesday, July 28, 2009 4:09 PM
 To: Fruechnicht, Mark; Story, Scott
 Cc: Tate, Anna
 Subject: RE: Customer Complaint

Good Afternoon,

[REDACTED] case is resolved per the customer.

Customer info:

[REDACTED]
 Clyde Hill, WA [REDACTED]

WAUNF78P58A [REDACTED]
 2008 A3 / 11 Months in service / 10,262 miles

The complaint was that the vehicle seemed to engage first gear in such a manner that it caused the vehicle to lurch.

Product support was contacted and it was advised that the vehicle would need a Mechatronics unit (No TSB out for this yet, but Product Support is aware of the concern) and that a TACS should be opened.

A TACS ticket was opened and the dealer reported that they were unable to experience the symptoms that the customer mentioned. The customer test drive with the shop foreman and the vehicle continued to operate as intended. TACS advised to release the car if they were unable to experience the symptom. University Audi informed the customer about the hill-hold feature and some of the aspects of driving an S-tronic equipped vehicle.

In follow up with [REDACTED] today, he reported that he picked up the vehicle and his wife (the customer) is satisfied with the outcome at this time. He knows how to reach me and knows that he is welcome to at any time. [REDACTED] thanks everyone for their involvement.

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

09/23/2009

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

<u>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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Best regards,

Brad Hollister
Executive Case Specialist
No further action.

HOLLISBR 09/01/2009 03:16:33 PM Call To [REDACTED]

Spouse states please call back in 10 minutes. RC to call customer.

HOLLISBR 09/01/2009 03:29:47 PM Voice Mail To [REDACTED]

RC LTMRMC. Wait customer customer.

HOLLISBR 09/01/2009 04:04:24 PM Call From [REDACTED]

Customer states is getting used to the vehicle, is liking the way it drives. RC thanked for time. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi A3 2.0T FWD						
[REDACTED]	090200400	Audi Loyalty	WAUHF78P78A [REDACTED]	19,323		Unknown 402F09 Pr. Part: LEAS-LEASE AND LOAN PAYMENT Pr. Rsn: 33D Critical Alert
CAMPBETA	08/13/2009 08:52:24 AM	Note To CCC				Complaint 402F09 Part: 3511-Mechatronic Rsn: 91E Transmission in safe mode/flashing
	CA to follow up on case per Critical Alert.					
	Description: Mechatronics					
	Loaner: Y					
	How were parts ordered: Red Order					
	Part-ID: 3700-Automatic Transmission					
EDWARDF	08/17/2009 03:34:38 PM	Note From Corporate parts				
	Red Order request has been approved and your order is pending in AoG and part is expected Late August					
EDWARDF	08/17/2009 03:55:05 PM	Call To Jodie		402F09		
	SA stated that the customer is currently in a Enterprise rental; CA stated part not expected until late August; CA to call customer.					
TITUSJ	08/18/2009 04:01:07 PM	Call From Jody		402F09		
	Service Advisor advised: spoke with CA, EDWARDF, about vehicle that had been down since 07.28; other CA advised that she was going to try to reach Customer; Customer was seeking updates, and had advised that someone from CCC was going to contact him, but no one has. CA advised: will see if associate is available. CA to call associate.					
TITUSJ	08/18/2009 04:04:38 PM	Call To EDWARDF				
	CA advised: of Service Advisor on phone. Associate advised: transfer. CA to transfer.					
TITUSJ	08/18/2009 04:05:05 PM	Transfer To EDWARDF				
	CA warm transferred call to associate. Associate to speak with Service Advisor.					
EDWARDF	08/18/2009 04:11:47 PM	Call From Jody		402F09		
	SA provided CA with customer business contact number; customer is awaiting Audi's call.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDF	08/18/2009 04:12:06 PM	Call To [REDACTED]				Customer stated this is his first Audi and he's starting to get worried; the dealer keeps giving him different ETA's; they are great but he's concerned. CA apologized for back order part; AoG is working to fulfill part order as quickly as possible; CA stated current ETA is end of August. CA will continue to monitor part and update customer. CA will visit some type of compensation to change customer ownership experience around.
EDWARDF	08/21/2009 12:36:44 PM	Note From corporate parts				8/19 Part shipped from Germany 8/19 Via FedEx tracking # 413036909173
EDWARDF	08/21/2009 12:56:57 PM	Call To Bill		402F09		Parts rep confirmed that part has not arrived. CA stated part shipped on 8/19 and should be arriving any day. CA to alert SA
EDWARDF	08/21/2009 01:01:28 PM	Voice Mail To Jody		402F09		Lvmmn stating customer part has shipped and should be arriving next week; CA to call customer.
EDWARDF	08/21/2009 01:07:40 PM	Voice Mail To [REDACTED]				Lvmm informing customer that part has shipped and is expected to arrive at the dealer early next week; CA will follow up with customer and dealer at that time.
EDWARDF	08/27/2009 02:33:56 PM	Call To Chris		402F09		SA stated customer part arrived and has been installed in customer vehicle; customer just picked the vehicle up 30 minutes ago. CA to follow up with customer.
EDWARDF	08/31/2009 03:16:54 PM	Call To Man				CA informed he is not available to call back tomorrow in the morning.
EDWARDF	08/31/2009 03:18:38 PM	Voice Mail To [REDACTED]				Lvmm following up to ensure customer vehicle operating to his satisfaction; NOTE: customer vehicle down from 7/28 - 8/27; CA to offer customer one month payment.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDF	08/31/2009 03:25:55 PM	Call From	[REDACTED]			
						Customer stated his vehicle is operating at this time to his satisfaction. CA apologized for the part delay and offered customer one months payment. Customer stated this is so much more than he expected; he is really happy at this time with AoA. CA stated she would follow up with customer when check has been processed with AFS.
EDWARDF	08/31/2009 03:38:04 PM	Note To ccc				
						CA forwarded check for signing.
CR_BATCH	09/03/2009 04:00:48 AM	Note To EDWARDF				
						Amount for \$ 625.31 was Posted on 09/02/2009. AP reference number: 47009096
EDWARDF	09/11/2009 02:52:51 PM	Call To	[REDACTED]			
						CA informed customer that the payment has posted. Customer thanked Ca. NO further action.

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

AUDI OF AMERICA, INC.
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2008 Audi A3 2.0T FWD						
██████████	090201530	Audi Loyalty	WAUNF78PX8A██████████	21,757		Unknown 426A31 Pr. Part: 3885-Mechatronics Pr. Rsn: 33D Critical Alert
CAMPBETA	08/14/2009 10:53:02 AM	Note To CCC				Complaint 426A31 Part: 3885-Mechatronics Rsn: 91E Transmission in safe mode/flashing
	CA to follow up on case per Critical Alert.					
	Description: Mechatronics Loaner: Y How were parts ordered: Red Order Part-ID: 3700-Automatic Transmission					
EDWARDF	08/19/2009 01:48:08 PM	Voice Mail To Paul		426A31		
	Lvmm for SA seeking downtime, is customer in a loaner and has customer been provided with an ETA on part arrival					
EDWARDF	08/21/2009 12:07:48 PM	Call To receptionist		426A31		
	Customer SA out of the office; CA would have to speak with him to obtain information regarding customer; no one else would be able to assist. CA to leave message (Paul Medina is assisting customer)					
EDWARDF	08/21/2009 12:11:03 PM	Voice Mail To Paul		426A31		
	CA seeking feedback					
EDWARDF	08/21/2009 12:15:14 PM	Note From corporate				
	8/21 PO # 3204519 SAP# 1073438 - Expexcted to ship from Germany in 1 - 2 days - ETA is 8/26.					
EDWARDF	08/21/2009 12:31:46 PM	Voice Mail To ██████████				
	Lvmm apologizing for part delay; CA stated part is expected to ship from Germany in one two to days; CA would also like to answer any questions customer may have; CA left toll free number along with hours of operating. CA waiting for return call.					
EDWARDF	08/27/2009 03:43:57 PM	Note From Parts				
	Part shipped from Germany 8/24, FedEx tracking # 413036913945. ETA 8/27					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDF	08/27/2009 03:46:28 PM	Voice Mail To Paul Madina	426A31			Lvmm inquiring if mechatronic arrived for customer vehicle. CA requested return call.
EDWARDF	08/31/2009 03:43:30 PM	Voice Mail To Paul	426A31			Lvmm ensuring part arrived and to confirm that vehicle is repaired; CA requested a return number
EDWARDF	09/16/2009 03:37:19 PM	Voice Mail To [REDACTED]				Lvmm ensuring vehicle operating to customer satisfaction. CA left toll free number for return call. CA closing pending return call.

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

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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2008 Audi A3 2.0T FWD						
[REDACTED]	090201666	Audi Loyalty	WAUNF78P88A [REDACTED]	12,248		Unknown 401A23 Pr. Part: 3511-Mechatronic Pr. Rsn: 33D Critical Alert
CAMPBETA	08/14/2009 01:43:29 PM	Note To CCC				
	CA to follow up on case per Critical Alert.					
	Description: Mechatronics Loaner: Y How were parts ordered: Red Order Part-ID: 3700-Automatic Transmission					Complaint 401A23 Part: 3511-Mechatronic Rsn: 91E Transmission in safe mode/flashing
CAMPBETA	08/14/2009 02:07:29 PM	Assigned To CAMPBETA				
CAMPBETA	08/17/2009 01:52:53 PM	Note To CCC				
	ETA for part to ship from Germany is 8/31/09. CA to contact Bernardi Audi.					
CAMPBETA	08/17/2009 02:06:38 PM	Call To Jonathon		401A23		
	CA advised: the ETA for the part is 8/31, CA will be contacting the Customer to advise of ETA and apologize for delay in getting the part in. Service Advisor advised: Customer will give him poor CSI scores which affect his pay due to no fault of his own, Customer is in Hong Kong and has been contacting Service Advisor quite often to obtain the part status, would like CA's name and contact number to provide to SM if part ETA changes. CA provided name and contact number, advised will attempt to contact the Customer and follow up with Service Advisor if there are any updates. CA to contact the Customer.					
CAMPBETA	08/17/2009 03:18:59 PM	Voice Mail To [REDACTED]				
	CA LVMM for the Customer apologizing for the vehicle concern and for any inconvenience this may have caused, advised part ETA from Germany is 8/28/09, working with Bernardi Audi and Audi AG to get there part in ASAP, Bernardi Audi has escalated the part order; the part is a high priority, will follow up if ETA changes, provided toll free number if there are any questions or concerns. CA to continue to monitor the part.					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPBETA	08/25/2009 10:46:43 AM	Note To CCC				
	8/24/2009 1:39:17 PM (phillib): PO# 3204426 SAP# 1072816 - Part shipped from Germany 8/24/09 Via FedEx tracking # 413036914481. ETA is 8/27. CA to contact Bernardi Audi.					
CAMPBETA	08/25/2009 10:53:37 AM	Voice Mail To Christine Kristoff-Cote	401A23			
	CA LVMM for Service Manager advising the mechatronic shipped from Germany 8/24/09 and is due to Bernardi Audi by 8/27/09. CA to follow up 8/28/09 with Bernardi Audi.					
CAMPBETA	08/25/2009 04:53:33 PM	Voice Mail From Christine	401A23			
	SM LVMM for CA advising will look for mechatronics to arrive in the next few days. CA to follow up Friday.					
CAMPBETA	08/28/2009 10:57:31 AM	Voice Mail To Christine	401A23			
	CA LVMM for the SM inquiring about the repair status. CA to wait the SM's call.					
CAMPBETA	09/01/2009 11:12:26 AM	Voice Mail To [REDACTED]				
	CA LVMM for the Customer apologizing for the vehicle concern and for any inconvenience it may have caused. CA inquired if the Customer was satisfied with the vehicle repairs and provided the toll free number if there are any questions or concerns. No further action, pending the Customer's return call.					

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AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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2009 Audi A3 2.0T Quattro						
[REDACTED]	090094369	Customer Relations	WAUKF78P39A [REDACTED]	3,000		Complaint 408B14 Pr. Part: 3735-Automatic transmission Pr. Rsn: E07 Stumbles/hesitates/dies in stop/go driving
TITUSJ	04/16/2009 04:45:35 PM	Call From [REDACTED] (and Wi				
	Customer states: leased vehicle from Dealer 408b14 at the end of 01.2009; took vehicle into Dealer for some concerns and they could not find anything wrong; took vehicle back to Dealer on 04.14.2009; nothing seems to have been done at this time; Dealer has put 90 miles on vehicle, and they have not found anything else; they drove the vehicle to and from home; the vehicle 'conks out' at low speeds; the vehicle will go from drive into neutral; the lights "D", "P", and "S" will flash and the screen will say to apply the break; taps the break and it is fine; this only happens at low speeds like 10-15 MPH, or when the vehicle is turning corners; vehicle stalled more than once and almost got hit; seems to happen more when the vehicle is filled with the premium fuels; is concerned about all the miles Dealer is putting on the vehicle; is seeking to know why they cannot find this. CA advised: will contact Dealer Service Manager and ensure that they are exhausting all technical resources to address concerns; will follow up with Customer no later than COB tomorrow. CA to call Dealer as no email template matches.					
TITUSJ	04/16/2009 05:08:53 PM	Voice Mail To Service Voicemail		408B14		
	CA LMTRMC for Service Manager at Dealer. CA advised: based off Customer current concerns the vehicle seems to be in safe mode; is seeking to know diagnosis. CA to wait Dealer call.					
HERKI	04/17/2009 10:25:10 AM	Voice Mail From Andy		408B14		
	Service Manager LVMM and advised the following; vehicle is at Dealer 408B14, no faults or codes are present, is assuming that driver to vehicle is driving with 2 feet and has one lightly on the brake pedal which is engaging the brake switch and is cutting power to the engine, Dealer is working on vehicle now to determine this. CA to call Customer.					
MARASHS	04/17/2009 11:45:26 AM	FAX From [REDACTED]				
	Fax in Doc Center.					
MARASHS	04/17/2009 11:46:21 AM	Assigned To HERKI				
	Assigned to backup.					
HERKI	04/17/2009 01:18:43 PM	Reviewed By Kim Her				
	Customer sent in letter reiterating information in initial contact to CCC. CA to call Customer.					

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HERKI	04/17/2009 03:05:41 PM	Voice Mail To	[REDACTED]			CA LVMM and advised Customer Correspondence has been received and CA is currently working with Service Manager in regards to diagnosis of vehicle. CA advised will continue to follow up with her by the COB on 04/20/09. CA to call Service Manager for further diagnosis update.
HERKI	04/20/2009 11:26:29 AM	Assigned To	TITUSJ			CA reassigning to original CA. Associate to call Dealer 408B14.
TITUSJ	04/20/2009 11:50:23 AM	Call To Andy		408B14		CA advised: seeking updates. Service Advisor advised: tested and drove; no faults found; cannot 'duplicate concern' that Customer mentioned; suspected that Customer is driving with both feet, and when the foot is on the break and the gas will cause the vehicle to do this; TechLine has checking a few things, but after that will call TechLine back; will call CA after they call TechLine. CA to follow up with Customer.
TITUSJ	04/20/2009 05:29:50 PM	Voice Mail To Mr.	[REDACTED]			CA LVMM. CA advised: working with Dealer 408b14; will follow up with Customer no later than COB tomorrow. CA to wait Dealer call.
LYONJ	04/20/2009 07:25:10 PM	Call From	George Ritacco			Customer stated that the vehicle will only act up in slow stop and go traffic; that the vehicle will either first start with the Gear shift lights flashing and then the instrument cluster will say apply brake and when this is done the system seems to reset or the vehicle will slip from drive into neutral (the gear shift selector) will stay in drive but the engine will race as the vehicle is in neutral. Customer stated that if the dealer gets the vehicle off the highway and into the city they may be able to get the vehicle to act up. CA to alert CA to the Customer call.
LYONJ	04/20/2009 07:36:36 PM	E-Mail To	J. Titus			CA advised of Customer contact. CA to call the Customer on Tuesday 4/21/09.
TITUSJ	04/21/2009 08:06:25 AM	Note To	CCC			CA to call Dealer for repair updates.

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TITUSJ	04/21/2009 09:31:19 AM	Call To Andy		408B14		
	CA advised: is seeking updates. Service Advisor advised: service writer is off today; nothing came back from TechLine suggestions; will try and see if anything further can be done, but has not been able to have vehicle experience same concerns Customer mentioned; will call CA by COB today. CA to follow up with Customer.					
TITUSJ	04/21/2009 04:55:47 PM	Call To Mrs. Ann Riaacco				
	CA advised: no updates at this time; will follow up with Customer no later than COB 04.23. Customer states: Dealer 408b14 has put many miles on vehicle; will be asking for miles back, but Dealer needs to drive vehicle at low speeds and needs to turn corners. CA to wait Dealer call.					
TITUSJ	04/22/2009 08:41:47 AM	Voice Mail From Andy		408B14		
	Service Advisor LVMM. Service Manager advised: technician has been in contact with technical assistance; replacing the N80 emissions valve; this was a suggestion; it is to correct liquid fuel in the emission line which has corrected concerns like ones mentioned by Customer; will be keeping vehicle overnight and then returning Customer to vehicle by noon today. CA to call Customer.					
TITUSJ	04/22/2009 09:41:49 AM	Voice Mail To Ann Ritacco				
	CA LMTRMC. If/ When Customer calls please advise: CA has spoken with Dealer 408b14 Service Advisor; is aware that Dealer replaced an emission valve that was suggested by a technical resource; Dealer was keeping vehicle overnight last night and will be returning vehicle to Customer this afternoon; if Customer experiences this concern again they should contact AoA CARE back and schedule an appointment with Dealer. Thank you. CA to wait Customer call.					
LYONJ	04/22/2009 12:10:50 PM	Call From George Ritacco				
	Customer stated that he picked up the car today; ran some errands and was on the way home and was turning and the cluster advised to press the brake and the Customer did and the vehicle was able to complete the turn. CA advised that CA would call the dealer and ask that they contact the customer. CA to call dealer 408B14.					
LYONJ	04/22/2009 12:18:08 PM	Call To Andy		408B14		
	CA advised the Service Advisor of the Customer concern; Service Advisor advised that he thinks that the gentleman is hitting the accelerator and brake at the same time; that Service Advisor will call the Customer and make arrangements for a technician to drive with the Customer; that we were not able to get the vehicle to fail. CA promised a Friday 4/24/09 follow up date. CA to alert original CA.					

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LYONJ	04/22/2009 12:26:45 PM	E-Mail To J. Titus				CA advised of Customer contact. CA to handle as appropriate.
HERKI	04/23/2009 09:01:57 AM	Call From [REDACTED]				Customer states is seeking to speak with Associate. CA advised can see if Associate is available otherwise could assist. CA to contact Associate.
HERKI	04/23/2009 09:03:01 AM	Face-To-Face With Janell Titus				Associate is currently assisting another Customer. CA to return to Customer.
HERKI	04/23/2009 09:06:58 AM	Return To [REDACTED]				CA advised that Associate is currently assisting another Customer and CA could assist. Customer states the following; park and neutral lights were flashing again, came back on for third time, independent believes there is a short in the transmission, vehicle is unsafe, is paying almost \$500/month for vehicle, is seeking to let Associate know this happened again and to see if he could get into another vehicle. CA advised the following; can evaluate any request made by him however Dealer 408B14 has not found anything wrong with vehicle so far, chances of replacing vehicle are unlikely, CA will advise Associate of his contact, Associate is further following up with Dealer at this time and will follow up with him by the COB tomorrow. Associate to call Dealer.
TITUSJ	04/23/2009 09:17:32 AM	Voice Mail To Andy		408B14		CA LMTRMC. CA to wait dealer call.
TITUSJ	04/23/2009 04:55:30 PM	Call To Helen; Service Department		408B14		CA advised: is seeking to speak with Service Advisor. DP advised: Service Advisor has left for the evening, and other Service Advisor is assisting another Customer. CA advised: would like to leave message for Service Advisor. CA LMTRMC for Dealer Service Advisor. CA to wait Dealer call.
TITUSJ	04/24/2009 01:27:51 PM	Voice Mail To Andy		408B14		CA LMTRMC. CA to wait dealer call.

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TITUSJ	04/24/2009 01:38:55 PM	Call From Eliana x.1522		408B14		Service Advisor advised: replaced the purge valve per TechLine; ordered another part now; waiting for a sensor within the transmission; part should be to Dealer on 04.27. CA advised: will contact Service Advisor again on 04.28 for repair update. CA to follow up with Customer.
TITUSJ	04/24/2009 01:58:15 PM	Voice Mail To [REDACTED]				CA LVMM. CA advised: Dealer 408b14 is awaiting parts to come in; parts should be at Dealer by 04.27, so will follow up with Dealer on 04.28 and follow up with Customer by COB as well. CA to call Dealer.
TITUSJ	04/28/2009 10:56:35 AM	Voice Mail To Eliana x.1522		408B14		CA LMTRMC. CA to wait dealer call.
DECLERC	04/28/2009 01:34:18 PM	Return Call From [REDACTED]				Customer requested to speak with CA. CA to call.
DECLERC	04/28/2009 01:34:42 PM	Call To Janell				CA reached voicemail. CA to return to customer.
DECLERC	04/28/2009 01:36:09 PM	Return To [REDACTED]				CA advised that CA is currently assisting another customer; that CA sees that original CA will be following up with customer by COB this afternoon, and CA is currently waiting to hear from the dealership 408B14. Customer states that she will be going out later and requests CA to call on her cell phone: [REDACTED] CA advised would be happy to document. CA to follow up as planned.
TITUSJ	04/28/2009 03:49:58 PM	Call To Eliana x.1522		408B14		CA advised: seeking updates. Service Advisor advised: vehicle repaired; drove vehicle around 60 miles (45 minutes) today; drove vehicle home last night in city, and is doing this again this evening; will be returning vehicle to Customer tomorrow. CA to call Customer.

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TITUSJ	04/28/2009 03:51:49 PM	Voice Mail To [REDACTED]				CA LMTRMC. If/ When Customer calls please advise: CA spoke with Service Advisor at Dealer 408b14; Dealer has advised that the vehicle is repaired, and they are test driving the vehicle to ensure that repairs have eliminated concerns. Please advise: is seeking to know if there is anything further that AoA would be able to do. Thank you. CA to wait Customer call.
TITUSJ	04/29/2009 04:15:34 PM	Voice Mail To Ms. [REDACTED]				Second Attempt. CA LMTRMC. If/ When Customer calls please advise: CA is seeking to know if Customer has picked up vehicle from Dealer 408b14, and if repairs have eliminated concerns. Thank you. Pending Customer call. No further action.
LANCET	04/29/2009 04:26:24 PM	Return Call From [REDACTED]				Customer stated: returning call to associate. Customer seeking: to speak with associate. CA advised; associate currently away from desk; associate seeking to know if vehicle has been repaired. Customer stated: vehicle hasn't been repaired; Dealer 408B14 hasn't followed up; original CA has been the only pleasant part of the entire experience. CA advised; Dealer will be contacted and associate will follow up with Customer 04/29. CA to alert associate of case update.
LANCET	04/29/2009 04:26:50 PM	Face-To-Face With Janelle Titus				CA advised: vehicle still at Dealer 4408B14; Dealer hasn't contacted Customer. Associate to handle.
TITUSJ	04/29/2009 04:31:21 PM	Voice Mail To Eliana x. 1522		408B14		CA LMTRMC. CA to wait dealer call.
TITUSJ	04/30/2009 09:17:45 AM	Voice Mail To Eliana x. 1522		408B14		CA LMTRMC. CA to wait dealer call.
TITUSJ	04/30/2009 04:35:02 PM	Call To Eliana x. 1522		408B14		CA advised: seeking updates. Service Advisor advised: Customer picking up vehicle tomorrow morning. CA to call Customer.
TITUSJ	04/30/2009 04:36:22 PM	Call To [REDACTED]				CA advised: is seeking to confirm that Customer is picking up vehicle from Dealer 480b14 tomorrow. Customer states: yes; if this happens again will not want vehicle back from Dealer. CA advised: if Customer has this concern again she should contact Dealer and then AoA CARE. No further action.

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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>
2009 Audi A3 2.0T FWD						
[REDACTED]	090145084	Customer Relations	WAUHE78P79A [REDACTED]	925		Complaint 426A16 Pr. Part: 3735-Automatic transmission Pr. Rsn: 18R Roadside Service - Length of Time of Arrival
VAZQUEM	06/09/2009 04:23:27 PM	Call From [REDACTED]				Complaint 426A16 Part: 3735-Automatic transmission Rsn: T07 Auto/Hybrid - Gearshift hard to operate
		Customer states: seeking to get the vehicle towed, has been waiting for an hour, was provided an ETA of 45 minutes, was advised by the towing provider that it was going to be another hour and half before they were to get to him third time today that his transmission has gone on the vehicle while he is at stop signs, the display indicates to step on the brake which he is and then goes to press the accelerator and nothing occurs, the vehicle will not go into gear. CA advised: would contact Roadside and see what is going on, this is not the experience we would want for him to have will contact him back as it could take several minutes to obtain information, as there could be unfrozen concerns that is causing the delay as well. Customer states: needs the vehicle back by tomorrow as he has an appointment for Thursday with the neurologist that he has to go to, it is birthday and is not going to be to go out to "The Fire House" in Sacramento. CA to call Roadside.				
VAZQUEM	06/09/2009 04:39:38 PM	Call To Ellen				
		CA spoke with Roadside who advised: per the old towing service it is going to take another hour to get to him as they are trying to get a flat bed for the vehicle, has cancelled their service, and has obtained a new service provider called Auto Ambulance with an ETA of 45 minutes, their phone number is [REDACTED], they are going to try to get to him sooner however if they can, and has set a notice for them to call the Customer when they are within five minutes from him. CA to speak with Audi Roadside Assistant Analyst.				
VAZQUEM	06/09/2009 05:04:24 PM	Call To Lucy Heald-RA Assitant Anayl				
		CA called Audi Roadside Assistance Analyst provided information, seeking if there was anything further we would be able to assist. Audi Roadside Assistance Analyst advised: if this is not satisfactory to the Customer, he can obtain his own service Roadside would only reimbursement up to \$100.00 and if it is more than it is something that would be taken into consideration. CA to call Customer.				

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VAZQUEM	06/09/2009 05:09:38 PM	Call To [REDACTED]				CA called Customer back, advised: Roadside has cancelled other towing service, and have obtained a new towing company. Customer states: was already contacted and provided the ETA of 45 minutes. CA advised: was good to know, provided Customer with the towing provider information and phone number, if they do not arrive to give CR a call back and can go from there. Customer again advised: needs the vehicle repaired by tomorrow to get to his doctors appointment, inquired about obtaining a vehicle to use. CA advised: it is not part of the manufacture NVLW services, however Dealer may have their own program and can speak with the Service Manager regarding this if the vehicle is not going to be repaired as based upon the information he has provided cannot say it would be repaired on 6-10-2009, will follow up with him again on 6-10-2009. CA to call Dealer 426A16 Service Manager.
VAZQUEM	06/09/2009 05:12:45 PM	Voice Mail To Jeff		426A16		CA placed a call to Dealer 426A16 Service Manager, LVMM. CA to wait to hear back from Service Manager.
VAZQUEM	06/09/2009 07:46:36 PM	Voice Mail From Jeff		426A16		(Hadidja Typing) CA received VMM from dealer 426A16 Service Manager who advised would be vehicle has been found to be operating within manufacturer specification Vehicle is ready for pick-up. Ca to call Customer.
VAZQUEM	06/10/2009 07:31:09 PM	Call To [REDACTED]				CA placed a follow up call to Customers home and work number. CA advised: was able to speak with Dealer 426A16 very late on 6-9-2009, Dealer did receive the vehicle, inspected and found the vehicle operating within manufacture specifications, and that the vehicle was going to be ready for pick up, seeking to know if he has obtained the vehicle and how the vehicle is operating. Customer states; that he did pick the vehicle up and everything seems to be okay. CA advised; would like him to continue to monitor the concerns, and if this should occur again to contact CR and have the vehicle towed as soon as possible to the Audi Dealer and CA would be happy to follow up with any possible repairs the vehicle may need. No further action. CA had already spoken with Audi Roadside assistant regarding Customers concerns.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VARGAM	06/11/2009 01:41:37 PM	Call From	[REDACTED]			Customer states would like to speak with the original CA. CA advised original CA is out of the office today; inquired updates from owner. Customer states received vehicle from Dealer 426a16; Dealer advised vehicle is running to manufacture specifications; Customer drove the vehicle and the concern with the lack of acceleration occurred again; customer noticed that the concern arises when the AC is on and after driving the vehicle for approximately 20 minutes. CA advised that the Dealer will be contacted and alerted to the concern; advised the customer to call Roadside to have the vehicle taken back to the Dealer. Customer states needs the vehicle until 6-15-09; will take the vehicle to the Dealer on 06-15-09; would like to request to ride along with the technician at the time of diagnosis. CA advised will contact the Dealer to alert to concerns with vehicle and request. CA to face to face with Supervisor.
VARGAM	06/11/2009 01:49:48 PM	Face-To-Face With	andraya Sabourin			CA advised of the customers concerns; inquired the next course of action. Supervisor advised will send e-mail to Dealer. Supervisor to email Dealer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SABOURA	06/11/2009 01:58:13 PM	E-Mail To Jeff Mazurek		426A16		

***** Email to jmazurek@lasherauto.com; *****

Notification: Mr. David Armitage - Customer Seeking Assistance from Audi -

The following customer has contacted Audi Customer CARE seeking assistance. We have referred the customer to contact you to make an appointment to have their vehicle inspected.

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2009 A3

VIN: WAUHE78P79A [REDACTED]

Mileage: 925 miles

This customer/family has owned multiple Audis (Y/N): Not stated How many:

This customer has had the vehicle serviced and maintained at location: Elk Grove

Customer is Seeking: the customer contacted CR today to advise he is experiencing concerns with the vehicle when the Air conditioning is on and after the vehicle has been driven for 20 minutes. The customer stated he would like to bring the Vehicle to the dealer on 06/15/2009 and would like to test drive the vehicle with a technician if possible. Thanks.

Thank you in advance for your consideration.

Maria E Vazquez
 (248) 754-3391

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

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

<u>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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CA to follow up with dealer 06/15/2009.

VAZQUEM	06/15/2009 02:53:42 PM	Call To Jeff Mazurek		426A16		
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CA placed a call to Dealer 426A16 and spoke with Service Manager, who advised that he spoke with Customer, have rescheduled for a test drive on 6-16-2009, have sent him an e-mail and LVMM for the Customer when they last saw the vehicle there was no codes stored and found the vehicle operating within manufacture specifications. CA to call Customer.

VAZQUEM	06/15/2009 05:21:41 PM	Voice Mail To [REDACTED]				
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CA placed a call to Customers home/work number, LVMTRMC. When/if Customer calls please advise was able to speak with Dealer 426A16 Service Manager regarding concerns and understand that he is going to be taking the vehicle to the Dealer on 6-16-2009, will follow up with him again on 6-16-2009. CA to contact Dealer Service Manager for additional repair updates.

VAZQUEM	06/16/2009 04:23:27 PM	Voice Mail To Jeff		426A16		
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CA placed a call to Dealer 426A16 Service Manager, LVMM. CA to wait to hear back from Service Manager.

VAZQUEM	06/16/2009 05:24:00 PM	Call From Jeff Mazurek		426A16		
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CA received call back from Dealer 426A16 Service Manager who advised that the Customer never brought the vehicle in today, had left a VMM and e-mail and have not heard from the Customer either. CA to call Customer.

VAZQUEM	06/16/2009 06:13:17 PM	Voice Mail To [REDACTED]				
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CA placed a follow up call to Customers home/work number, LMTRMC. When/if Customer calls back, advise CA was following up as spoke with Service Manager who had not seen him come in with the vehicle today and who had also sent him an e-mail and LVMM, seeking to know when he is going to be taking the vehicle into Dealer 426A16 to test drive with them as well with the AC being on. CA to wait to hear back from Customer.

VAZQUEM	06/22/2009 07:36:48 PM	Call To Jeff		426A16		
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CA placed a call to Dealer 426A16 and spoke with Service Manager, seeking to know if Customer ever came in. Service Manager advised: he did not. CA to call Customer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VAZQUEM	06/22/2009 07:41:10 PM	Voice Mail To	[REDACTED]			CA placed 2nd attempted call to Customers home/work number, LVMTRC. When/If Customer calls back, please advise CA was following up call to Customer as CA has further spoken with Dealer 426A16 who has advised have not made an additional appointment or shown up to take a test drive with the Dealer and his vehicle, seeking to know if Customer has had an opportunity to make another appointment and when so that CA can further follow up with the repairs. No further action pending Customer calling back.
LASKOSB	06/29/2009 11:34:28 AM	Call From	[REDACTED]			Customer states: he was previously working with another CA; calling to state that he is still experiencing concerns with the transmission; the vehicle shows a warning light that says that he should put his foot on the brake and then the vehicle goes into higher gears; he is not using S mode and it usually happens when the vehicle is in cruise control and if the air conditioner is on. CA advised: original CA did speak with Dealer 426A16 who has advised that customer has not made an additional appointment or shown up to take a test drive with the Dealer and his vehicle; has customer had an opportunity to make another appointment? Customer states: not yet; he is disabled and some days he can do things and some days he can't; so he has not made another appointment yet; he relies on this vehicle to get to doctors appointments so he wants this concern addressed. CA advised: would be happy to follow up with dealer 426A16 to make sure all resources are being used to address concerns; customer can just contact us back when he is able to make an appointment. Customer states: he will do that. No further action.
SHELLNB	07/02/2009 12:53:31 PM	Call From	[REDACTED]			Customer called to update file. Customer states asked Dealer to drive vehicle for a half hour to replicate warning light "put foot on brake" message. Customer states Dealer did not find anything but when he picked up vehicle, A/C was off. Customer states concern happens when A/C is on and took tech for a 1/2 mile drive with A/C on and light came on. Customer states does not know what repairs are but Dealer said they will fix it. CA advised glad to hear they found concern and if Customer needs anything else to contact CR. No further action.
LANCET	07/02/2009 03:39:29 PM	Call From	[REDACTED]			Customer stated: would like to speak with associate. CA advised; associate away from desk. Customer stated; please advised associate that Customer helped Dealer 426A16 isolate the cause of the vehicle concern; Customer requested that a service technician test drive vehicle for 30 minute; Customer turned on the air conditioning and within a half mile the concern was duplicated and occurred again before Customer and DP returned to Dealer; Customer will be reporting experience to JD Powers; associate was away from desk when Customer call previously; associate advised she would handle Customer concern directly. CA advised: can have associate call Customer. Customer stated: doesn't want a return call just wants to make associate aware; Customer will be without vehicle for almost a week waiting on parts; Dealer advised parts won't arrive for 3 to 7 days. No further action.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LYONJ	07/07/2009 02:27:24 PM	Call From	[REDACTED]			Customer stated that he went to the dealer rather hot after the vehicle failed on the Customer once on an expressway interchange and once on a 3 line highway; that the Customer went into a dealer and demanded a technician for 30 minutes; that in about 12 minutes the dealer provided a technician; that the last time they test drove the Customer vehicle it was a nice day and they turned off the AC; that the Customer had the vehicle set up to fail and the AC was part of that; that the Customer and technician drove about a mile and the transmission failed and it failed again on the way back; that the dealer has a TCM on order and has the Customer in a A4 loaner; that the Customer wants his vehicle; that the dealer advised that there were no TCM in our country and it has to be order from Germany. CA advised that CA will ask that the original advocate follow up with the dealer and the Customer as to the repairs to insure customer satisfaction. CA to alert the Customer advocate.
LYONJ	07/07/2009 02:38:24 PM	Call To Maria Vazquez				CA advised the Customer advocate of the case update and the Customer expectations. CA to call the dealer for ETA on repairs and then follow up with the Customer.
VAZQUEM	07/08/2009 12:06:58 PM	Call To Andrew(A.J.)		426A16		CA placed a call to Dealer 426A16, and spoke with Parts Manager who advised that they originally tried to order the part Dealer 2 Dealer, spoke with TAC to see if there was any stock in U.S, there is not and so have placed an order with Audi AG, part number is 02E 927 321 A order number 1005811912 ordered on 7-2-2009 do not have ETA at this time. CA advised: would see what CA can find out about a possible ETA and will keep him posted. CA to send to parts.
VAZQUEM	07/08/2009 12:17:57 PM	Assigned To @AUDIPARTS				Please assist with obtain part 02E 927 321 A order number 1005811912 ordered on 7-2-2009 for Dealer 426A16. CA to wait to hear back from Audi Parts.
ACORDLI	07/09/2009 04:56:47 PM	Note To ccc				Parts CA advised: Dealer 426A16 ordered part 02E927321A on sales doc 1005811912; red order has been approved and is pending in Germany; critical alert does not have an eta yet. Parts CA to monitor.
VAZQUEM	07/10/2009 04:26:18 PM	Call To	[REDACTED]			CA placed a follow up call to Customer, advised: have been able to

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	07/10/2009 04:42:42 PM	Note To ccc				Parts CA advised: Dealer 426A16 ordered part 02E927321A on sales doc 1005811912; red order has been approved and is pending in Germany; critical alert does not have an eta yet. Parts CA to monitor.
VAZQUEM	07/10/2009 04:53:32 PM	Call To [REDACTED]				CA placed a follow up call to Customer, advised: have been able to speak with Dealer 426A16, obtained the part they have needed ,and are working with internal resources to obtain an ETA for the part, at this time do not have an ETA. Customer states: spoke with Dealer this morning, and was advised that the part just arrived, is hoping to get the vehicle today, is in an Audi loaner vehicle presently, however wants his own vehicle back, is very disappointed with the service as he paid \$33,000 for the vehicle, likes the vehicle but not the transmission in the vehicle, recently received the JD powers survey to fill out, cannot wait until he receives the Repair Order, will be sending JD powers a copy of the Repair Order as well so they know what has occurred. CA advised: can understand his frustration, will be having someone follow up with him regarding concerns, on 7-14-2009, will confirm with Dealer that the part has arrived and that he repairs have been addressed to his satisfaction. CA to alert Supervisor and to follow up with Dealer and Customer.
DABISHC	07/10/2009 05:56:56 PM	Note To CCC				Please contact Service Manager at Dealer to confirm AASM has been made aware of Customer concerns with the vehicle; vehicle is 1 month in-service and less then 1,000 miles.
GRZADZA	07/13/2009 02:08:11 PM	Call To JeFf Mazurek		426A16		CA asked if the AASM had been notified of the vehicle concerns, due to the age of the vehicle. AASM advised the following: he did not notify her, but he did open up a critical alert for the part, and she might have seen it; part came in, and vehicle is finished, and Customer picked up the vehicle on Friday. CA to follow up with Customer.
DABISHC	07/13/2009 05:36:10 PM	Note To CCC				Please discuss some sort of gifting with AASM.
GRZADZA	07/13/2009 07:17:41 PM	E-Mail To Laura Hudson-area 67				CA informed AASM of customer's concerns and dissatisfaction with the vehicle. CA informed that vehicle is one month in service, and at the time the file had been opened, the vehicle had 925 miles on it. CA asked if we would be able to provide some time of gifting assistance for the Customer. CA to await reply from AASM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GRZADZA	07/14/2009 01:51:40 PM	Voice Mail To Laura Hudson-area 67				CA informed is calling to discuss vehicle. CA to await reply from AASM, and CA to follow up with Customer.
ACORDLI	07/14/2009 02:42:36 PM	Note To ccc				Parts CA advised: Dealer 426A16 ordered part 02E927321A on sales doc 1005811912; red order has been approved and is completely processed; Dealer should have part already or by end of the week. Parts CA to assign to Associate.
ACORDLI	07/14/2009 02:43:20 PM	Assigned To GRZADZA				Associate to follow up.
GRZADZA	07/14/2009 05:43:04 PM	Voice Mail To [REDACTED]				CA LMTRMC. CA informed is calling on behalf of associate who is out of the office today. Please advise the following: CA has been informed by the Service Manager at Dealer 426A16 that the part had come in, and the repairs are finished; CA is wanting to confirm he is satisfied with the repairs. (Please do not inform Customer that CA is researching for possible compensation as Customer did not ask for it, and a decision has not been made.). CA to wait for call from Customer, and reply from AASM.
LYONJ	07/14/2009 08:09:54 PM	Return Call From [REDACTED]				Customer sated that he was returning Audi of America call. Customer stated that he has the car, picked it up Friday; that the dealer called the Customer and advised that the Customer vehicle would be ready on Monday and the Customer said "Oh No" I plan to do some driving this weekend in my own vehicle because I want to smoke and can't smoke in the loaner; that the vehicle seems to be running great; the temp is 106 and the transmission and AC both work at the same time; life is good. CA advised that the original advocate intended to follow up with the Customer to see how the vehicle was running; Customer stated that would be nice. CA to wait for the field.
GRZADZA	07/17/2009 01:17:40 PM	Voice Mail To Laura Hudson-area 67				CA informed is calling to discuss vehicle. CA to await reply from AASM.
GRZADZA	07/21/2009 04:45:15 PM	Voice Mail To Laura Hudson-area 67				CA LMTRMC. CA informed is calling about vehicle. CA to wait for call from AASM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GRZADZA	07/22/2009 05:09:29 PM	Call From Laura Hudson-area 67				CA and AASM discussed Customer's vehicle concerns. CA asked AASM if we would be able to provide some type of gifting to Customer. AASM advised the following: she will need to call the Dealer, and get back in touch with CA. CA to await further AASM contact.
GRZADZA	07/22/2009 05:33:13 PM	Voice Mail From Laura Hudson-area 67				AASM advised the following: she has spoke with the Dealer about the vehicle; Dealer has informed that the a speed sensor had been replaced in the transmission, and it is a routine repair; the AC did not have a concern, and everything had been related to the speed sensor; the repair cost was about \$600.00; the vehicle had been down a week, and Customer had been in a loaner the whole time; we are unable to provide any type of compensation; CA to re-assign case to original CA when she returns to office for further follow up with Customer.
BANKSL	07/23/2009 02:29:18 PM	Voice Mail For [REDACTED]				CA advised customer that CA is just following up to ensure customer satisfaction with the operation of vehicle if any additional concerns are present do not hesitate to give CR a call back. No further action.

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

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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
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2009 Audi A3 2.0T Quattro

090154302

Customer Relations

WAUKF78P19A

Complaint 401A14

Pr. Part: 3735-Automatic transmission

Pr. Rsn: 91E Transmission in safe mode/flashing

KLEINH 06/22/2009 09:44:27 AM E-Mail From DR. MARGARET CHAP

Subject: Other

First name: [REDACTED]

Last name: [REDACTED]

Email address: [REDACTED]

Preferred Phone No.: [REDACTED]

Alternate Phone No.: [REDACTED]

Address: [REDACTED]

City: Watertown

State: Massachusetts

ZIP code: [REDACTED]

Please share your Audi experience with us: I recently leased a 2009 Audi

A3 quattro. Since I have leased it I have had electric/transmission problems that started at approximately 4800 miles. Briefly, the car will feel as if it is stuck in gear and the with any engaging of the gas pedal will only rev the engine without a response in speed. At the same time this is occurring, the electronic dashboard display will flash "Please press foot brake" and the PRDNS display will all flash. This has occurred in many gears, while on the freeway, stopped at stoplights, where I will be unable to get the car to accelerate at all. This usually results in me having to pull of the road onto the shoulder if I am mobile, or to turn the vehicle off if I am at a stoplight. I have brought the car in to [REDACTED] Audi in Burlington, MA twice for this problem, and they have been unable to replicate this as it occurs randomly. The car was in service last week with no resolution and this problem recurred today, 3 days after retrieving the vehicle. I am quite frustrated as this is incredibly dangerous for me to drive the car without the ability to accelerate while I am at a stoplight or on the freeway. I am writing to see what further action can be taken to help resolve this problem. Please email/call me with advice or if you have any further questions. I thank you in advance for your help.

Sincerely, Margaret N. Chapman, M.D.

CA to call Customer

KLEINH 06/22/2009 03:18:55 PM Voice Mail To [REDACTED]

CA LVMM for Customer; If Customer calls back please advise that Customer Correspondence was received and documented for internal review; CA will look into concerns Customer is having with vehicle and will follow up with Customer by CIB 6/24/09. CA to call Dealer.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	06/22/2009 03:20:52 PM	Call To BobO'Neill	401A14			Dealer states the vehicle is at Dealer; Customer is in a loaner and a Tech is scheduled to test drive vehicle. If Customer calls back please advise that CA will follow up with Dealer again to ensure diagnosis and that concerns are addressed. CA to wait Customer return call.
GJONAJC	06/24/2009 09:54:07 AM	Call From Arthur Singer- Father				Relative states: 1st audi; vehicle is a lease through AFS; has intermittent concerns with the transmission; thinks it is the central processing unit for the transmission; states car has been at dealer 401A14 since Monday; states that daughter is in the middle of residency as a doctor and does not have much time; states that dealer has been testing the vehicle is not able to duplicate the concerns as it happens intermittently; is leaving car at dealer until they are able to locate the concerns; appreciates the followup from the email but does not want to bother dealer. Customer is seeking for vehicle to be repaired. CA advised: will follow up with dealer 401a14 SM to ensure that they are using all of their technical resources in diagnosing and repairing the vehicle; will follow up with relative no later than Friday than COB at [REDACTED]. CA to email dealer 401A14 SM.

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GJONAJC	06/24/2009 10:53:52 AM	E-Mail To Bob O'Neil		401A14		

***** Email to boneil@herbchambers.com; *****

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

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

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2009 A3

VIN: WAUKF78P19A [REDACTED]

Customer is Seeking: Customer is seeking for concerns with the transmission to be repaired .

Dealer Section:

Please advise us of the following:

What is the ETA for the repair to be completed?

Has the field been involved?

Has the hotline or TFM been contacted?

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

Thank you in advance for your consideration.

Christina Gjonaj
(248) 754-3452

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.						
Wait dealer 401A14 SM email.						
GJONAJC	06/24/2009 11:02:39 AM	E-Mail From Bob O'Neil		401A14		
Car is being driven daily and a hotline is open						
CA to call dealer 401A14 SM.						
GJONAJC	06/26/2009 11:19:21 AM	Call To Bob Oneil		401A14		
Dealer 401A14 SM states: vehicle needs a transmission temperature sensor; part is coming in next week; customer is in a loaner and has been informed. CA advised: will follow up with dealer 401A14 SM next week. CA to call customer.						
GJONAJC	06/26/2009 11:26:05 AM	Voice Mail To Arthur Singer- Father				
CA LVMM for relative advising that CA spoke to dealer 401A14 SM who advised that vehicle needs a transmission temperature sensor and that part will be in next week; advised CA will follow up with customer by Friday 7/03/09. CA to call dealer 401A14 SM.						
GJONAJC	07/02/2009 01:47:21 PM	Voice Mail To Bob O'Neil		401A14		
CA LVMM for dealer 401A14 SM. CA to wait dealer SM call.						
GJONAJC	07/03/2009 11:18:26 AM	Call To Bob O'Neil		401A14		
Dealer 401A14 SM states: car has been repaired; doctor is on call and will not be able to pick up car until Monday. CA to call customer.						
GJONAJC	07/03/2009 11:21:34 AM	Call To [REDACTED] Mother				
CA LMTRMC for customer's relative. If Relative calls please advise CA was just calling to follow up on repairs completed by dealer 401A14 and has been informed by dealer Service Manager that car repairs have been completed. CA to wait relative (Father) call.						

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

AUDI OF AMERICA, INC.
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FIELD SN	07/03/2009 11:26:14 AM	Call From	[REDACTED]			Father Relative states he is seeking to speak with associate. CA advised will see if associate is available. CA to call associate.
FIELD SN	07/03/2009 11:26:42 AM	Call To	Christina Gjonaj			CA advised Relative is seeking to speak with associate. Associate advised CA to transfer the Relative. CA to transfer Relative to associate.
FIELD SN	07/03/2009 11:26:53 AM	Transfer To	Christina Gjonaj			CA transferred Relative to associate. Associate to speak with the Relative.
GJONAJC	07/03/2009 11:28:53 AM	Continued Comment With	[REDACTED]			CA advised: CA was just calling to follow up on repairs completed by dealer 401A14 and has been informed by dealer Service Manager that car repairs have been completed. Relative states: customer is trying to make arrangements with the dealer to pick up the vehicle as she is on call this weekend. No further action.

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2009 Audi A3 2.0T FWD						
[REDACTED]	090157659	Customer Relations	WAUHE78P49A [REDACTED]	3,054		Complaint 426A38 Pr. Part: 3885-Mechatronics Pr. Rsn: 10T Unusual transmission noises
GJONAJC	06/25/2009 12:44:26 PM	Call From [REDACTED]				Complaint Rsn: 19R Dissatisfied with Customer Service
<p>Customer states: 2nd Audi; vehicle is a lease through AFS; on June 10th 2009 at 10:30PM while driving the transmission went out; no symptoms; contacted roadside who advised that they would send someone in 45 minutes but never showed up; next day she called roadside back and they had no record of the call; had to call AAA to tow the vehicle; dealer 426A38 tried to replace a microchip for the transmission; first chip was faulty; second chip would not work; was put in a loaner vehicle; is being advised vehicle needs a new transmission and that part will not be in until 7/10. Customer is seeking to pursue lemon law and is seeking to have the car replaced. CA advised; our main obligation is to work within the terms of the warranty; once vehicle is repaired we can evaluate her request on a case by case basis ; we may or may not meet her expectations; will follow up with dealer 426a38 Service Manager to ensure that they are using all of their technical resources; will forward roadside complaint; will contact customer 7/02/09 with an update. CA to email roadside complaint.</p>						

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

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

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

GJONAJC 06/25/2009 01:01:24 PM E-Mail To roadside

The following customer has contacted Customer CARE with a roadside complaint. Please review the details below:

Customer Name:

[REDACTED]

Model Year/Model:

2009 A3

VIN:

WAUHE78P49A [REDACTED]

Type of complaint: Enter type: For example damage, delay, etc;

Roadside never showed up

Best Daytime # to Contact Customer(Include all #'s)

[REDACTED]

Please request a Three (3) hour window for a call back between 9:00-5:00 Eastern time:

9-5

Vehicle location:

dealer 426A38

Complaint Detail:

customer called on 6/10/09 at 10:30 PM; waited 45 minutes but roadside never showed up ; called AAA to pick up the vehicle; contacted roadside back who said that they did not have a record of the call.

If Customer requests a receipt, please obtain current fax #, e-mail, mailing address (please verify)

Date and time of incident:

6/10/09 10:30PM

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

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What customer is seeking?

Customer is seeking to document a complaint and is upset that roadside never showed up.

Please review this case and advise us of your resolution. Please make every effort to respond within 24 business hours. Please REPLY with your response to this e-mail.

Thank you in advance for your consideration.

Christina Gjonaj

Audi Eastern Region Advocate

CA to email dealer 426A38 SM.

AUDI OF AMERICA, INC.
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GJONAJC	06/25/2009 01:02:54 PM	E-Mail To Kevin Johnson	426A38			

***** Email to kevin.johnson@sonnen.com; *****

ACTION REQUIRED: Ms. Debra McGuire Petersen - Confirm Repair History

Please review the repair history and number of days down for the customer listed below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: WAUHE78P49 [REDACTED]

Customer alleged days down:

Vehicle repair history:

APDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD	03/09/2009	0
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Dealer Section:

Does the above history match your customer records (Y/N):

If history does not match, please provide any additional repairs/days down:

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

What is the current diagnosis?

What is the ETA on this repair?

Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Christina Gjonaj
(248) 754-3452

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

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CA to wait dealer 426A38 SM email.

GJONAJC	06/25/2009 04:11:21 PM	E-Mail From Laura Perez				
		Christina,				

I received your email and will follow up with the customer.

Thanks,

Laura

CA to wait dealer 426A38 SM email.

GJONAJC	07/01/2009 05:06:26 PM	Voice Mail To Glen Brown	426A38			
		CA LVMM for dealer 426A38 SM. CA to wait dealer SM call.				

GJONAJC	07/03/2009 11:58:50 AM	Call To Glen Brown	426A38			
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Dealer 426A38 Service Manager states: transmission came in day before yesterday and vehicle has been repaired; dealer SM advised that he contacted his field and their intent is to put customer into a new vehicle. CA to contact field.

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

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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GJONAJC	07/03/2009 12:08:18 PM	E-Mail To Laura Hudson				CA emailed AASM to verify information provided by dealer 426A38. CA to wait field contact.
GJONAJC	07/03/2009 12:09:16 PM	E-Mail From Laura Hudson				I will be out of the office in a meeting July 3rd. I will get back with you as soon as possible upon my return. Thanks, Laura Hudson CA to call customer.
GJONAJC	07/03/2009 12:16:55 PM	Call To [REDACTED]				Customer states: she was informed by dealer 426A38 that they are test driving the vehicle; she was informed by dealer 426A38 SM that they are replacing the vehicle. CA advised; will follow up again by 7/10/09. CA to wait AASM email.
GJONAJC	07/07/2009 12:37:32 PM	E-Mail To Laura Hudson				CA emailed AASM seeking to confirm information. CA to wait field contact.
GAMBINDO	07/08/2009 10:27:56 AM	Note To .				Please close your case. Med Arb is now handling.
GJONAJC	07/08/2009 12:57:04 PM	Voice Mail To [REDACTED]				CA LVMM advising that case is now being handled by mediation arbitration department. No further action.

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

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2008 Audi TT 2.0T Roadster fwd							
[REDACTED]	070207053	Audi Loyalty	TRUMF38J881 [REDACTED]			Unknown 422C09 Pr. Rsn: 64C Hotline Channel Ticket Created	
KEEPASA	06/26/2007 01:10:50 PM	E-Mail From Andrew Cunningham					
	Customer has had two unrelated concerns with vehicle: 5/16 - passenger door will not open - called in - replaced door latch mechanism, 6/22 - Engine condition - will be visited by Gerhard Baur (PQA) this week. The comments from most recent ticket: car sometimes stalls when coming to a stop, and stutters when accelerating. Alleges it happens daily.						Unknown 422C09 Part: SCAC-LEASE PAYMENTS - MED/ARB, AUDI CR Rsn: 56E Hesitation
KEEPASA	06/26/2007 01:15:51 PM	Please call dealer, and customer.					
MILZA	06/26/2007 01:54:04 PM	Voice Mail To Todd Butler			422C09	Unknown 422C09 Part: 3735-Automatic transmission Rsn: 56E Hesitation	
	LMTRMC. CA provided Customer name and last 8 of VIN. CA advised has been alerted to Hotline ticket and advised of symptoms provided to CA. CA advised has also been informed that AoA engineer will be visiting Dealer 422C09 this week to evaluate vehicle. CA requested return call to advise when this engineer will be at Dealer 422C09. CA advised will be calling Customer to apologize for concern and advise of steps being taken to address, but advised wants to know date engineer will arrive before calling Customer. CA to wait Dealer 422C09 call.						
MILZA	06/26/2007 02:15:36 PM	Call From Todd Butler			422C09		
	Service Manager from Dealer 422C09 advised engineer will be at Dealer 422C09 tomorrow. CA inquired if Customer is aware that engineer will be looking at vehicle and Service Manager advised yes. CA thanked and advised will call Customer to apologize for concern and reiterate steps being taken to address. CA advised will also follow up with Service Manager tomorrow for update on diagnosis. Service Manager advised that would be fine. CA to call Customer.						
MILZA	06/26/2007 04:52:05 PM	Call To [REDACTED]					
	CA advised has been alerted to concern Customer has experienced with vehicle. CA apologized for concern, advised although there can be times when a new vehicle will exhibit concerns, AoA did not anticipate that this would occur with Customer vehicle. CA advised spoke with Service Manager of Dealer 422C09 today and was advised that AoA engineer will be at Dealer 422C09 tomorrow to evaluate vehicle. CA advised wanted to make sure Customer is aware of this. Customer states really appreciates call. CA reiterated apology and advised Customer that AoA wanted to marshal all available resources so that concern can be addressed and vehicle returned to Customer as soon as possible. CA advised will contact Dealer 422C09 tomorrow for update regarding diagnosis of vehicle, and will follow up with Customer once vehicle has been returned to ensure that all is to Customer's satisfaction. Customer stated again that he appreciates call and CA's follow up. CA to call Dealer 422C09.						

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MILZA	06/28/2007 01:51:17 PM	Call To Todd Butler		422C09		
	CA requested update on vehicle and on visit by AoA engineer. Service Manager from Dealer 422C09 advised source of concern was transmission. Service Manager from Dealer 422C09 advised transmission has been ordered and should arrive at Dealer 422C09 tomorrow, 06/29/07. Service Manager from Dealer 422C09 advised repairs should be completed by next Monday. CA thanked for information and advised will follow up with Dealer 422C09 next week. CA to call Dealer 422C09.					
MILZA	07/02/2007 03:37:06 PM	Voice Mail To Todd Butler		422C09		
	LMTRMC. CA provided Customer name and last 8 of VIN. CA advised Service Manager of Dealer 422C09 had advised in previous contact that Service Manager hoped transmission would arrive Friday 06/29/07 and that repairs might be completed today. CA requested update on status of repairs. CA to wait Dealer 422C09 call.					
MILZA	07/02/2007 04:59:50 PM	Voice Mail From Todd Butler		422C09		
	In VM left at 4:10 p.m., Service Manager from Dealer 422C09 advised transmission arrived today and advised repairs may be completed in time for Customer to pick up vehicle today as well. CA to follow up with Customer.					
MILZA	07/06/2007 02:26:05 PM	Call To Bradley		422C09		
	CA inquired if repairs have been completed and vehicle returned to Customer. Service Advisor from Dealer 422C09 advised vehicle has been returned to Customer. Service Advisor from Dealer 422C09 advised Customer expressed frustration with AoA corporate that Customer did not receive daily updates regarding vehicle. Service Advisor from Dealer 422C09 advised Customer may be seeking some sort of compensation. CA advised will contact Customer. CA to call Customer.					

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MILZA	07/06/2007 03:06:19 PM	Call To [REDACTED]				
						CA advised calling to follow up regarding recently completed repairs to ensure concerns have been addressed and vehicle is operating to Customer's satisfaction. Spouse advised vehicle is operating fine. Spouse expressed high praise for level of service provided by Dealer 422C09 and attention paid to most recent concern. Spouse advised, however, that it took longer than Customer and Spouse expected to fully address concern. Spouse advised vehicle exhibited concern during test drive and early in ownership experience. Spouse states not long after purchase, took vehicle to Dealer 422C09 because passenger door would not open from outside. Spouse states also had an anti-theft system installed and tint applied to windows. Spouse states advised Dealer 422C09 of engine concerns. Spouse states Dealer 422C09 advised at that time that vehicle was operating to manufacturer's specifications. Spouse advised Dealer 422C09 personnel also indicated concern could be related to Spouse's unfamiliarity with high-performance vehicle. Spouse advised was not upset by this because Spouse had not driven vehicle of this type before. CA apologized, advised CA was not aware Spouse and Customer had advised of engine concerns prior to this most recent occurrence. CA inquired if Dealer 422C09 test drove vehicle for an extended period of time or for one day. Spouse advised vehicle was at Dealer 422C09 for a week to a week and a half but could not say how extensively vehicle was test driven. Spouse advised primary reason for length of downtime was Dealer 422C09 awaited direction from AoA engineer regarding door concern. Spouse advised when engine concern became more frequent, took vehicle to Dealer 422C09 for further diagnosis. CA inquired if Dealer 422C09 notified AoA technical personnel regarding engine concern when Spouse first advised of the concern. Spouse advised does not think so. Spouse advised what concerns her and Customer is that out of seven weeks of owning vehicle,
MILZA	07/06/2007 03:36:08 PM	Continued Comment To [REDACTED]				
						Continued Comment: vehicle has been in for service three of those weeks. CA apologized again for concerns and stated is pleased Spouse received excellent service from Dealer 422C09. CA inquired if Spouse has any other concerns or any other questions. Spouse advised is making high monthly payments on vehicle and inquired if AoA "can do anything" regarding this. CA advised is unable to guarantee anything at this time but advised will research this. CA inquired if follow up on 07/10/07 is acceptable, advised CA may not have anything definitive at that time. Spouse advised follow up on that date is fine. CA thanked Spouse for her time. CA to contact AASM.
MILZA	07/06/2007 04:42:09 PM	E-Mail To Laura Hudson				
						CA advised of concerns since purchase. CA advised Spouse stated vehicle has been down for repairs three out of the seven weeks of ownership. CA advised Customer is seeking lease payment. CA advised if AASM requires additional information, please advise and CA will research. CA to wait reply from AASM.
MILZA	07/10/2007 03:18:39 PM	E-Mail To Laura Hudson				
						CA inquired if AASM has had opportunity to research Customer request. CA to wait reply.

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MILZA	07/10/2007 05:10:04 PM	Call To [REDACTED]				CA advised does not have decision regarding request, advised will follow up with Spouse again no later than Thursday, 07/12/07. Spouse thanked for call. CA to contact AASM.
MILZA	07/11/2007 04:53:20 PM	Voice Mail To Laura Hudson				LMTRMC. CA provided information regarding vehicle concerns and Customer request for lease payment, also advised provided more information in e-mail sent to AASM. CA requested that AASM advise regarding Customer request. CA advised if AASM needs more information, please let CA know. CA provided direct line and CA's office hours. CA to wait call from AASM.
MILZA	07/12/2007 10:44:47 AM	E-Mail From Laura Hudson				AASM advise this dealership is in area of another AASM. CA to contact other AASM.
MILZA	07/12/2007 10:45:29 AM	E-Mail To Bill Steele				CA forwarded information originally sent to other AASM regarding vehicle concerns and Customer request for lease payment. CA to wait reply.
MILZA	07/12/2007 01:25:43 PM	E-Mail From Bill Steele				AASM approved lease payment to Customer. AASM advised assumes CA can handle. CA sent reply thanking and advised will process lease payment. CA to call Customer and Dealer 402C09.
MILZA	07/12/2007 01:29:15 PM	Call To Todd Butler			422C09	CA requested that Service Manager fax repair orders for passenger door concern and transmission concern. Service Manager from Dealer 422C09 advised just received e-mail from AASM regarding this vehicle. CA provided fax number and advised Service Manager to send fax to CA's attention. CA to wait for fax and to call Customer.
MILZA	07/12/2007 01:33:02 PM	Call To [REDACTED]				CA called Spouse and began to advise that AoA will reimburse one lease payment when call dropped. CA to call Spouse.
MILZA	07/12/2007 01:35:12 PM	E-Mail From Bill Steele				In e-mail also sent to RC, AASM advised will have Service Manager of Dealer 422C09 send copy of invoice to RC. CA to e-mail RC.

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MILZA	07/12/2007 01:35:55 PM	E-Mail To Michael Harris				CA advised has contacted Service Manager of Dealer 422C09 to fax repair orders to CA and will call Spouse to have copy of AFS coupon faxed. CA inquired if RC will process reimbursement or if RC would like CA to do this. CA to wait reply and to call Spouse.
MILZA	07/12/2007 01:39:27 PM	Call To [REDACTED]				CA advised AoA will reimburse Spouse one lease payment and inquired if Spouse can fax copy of AFS payment coupon to CA. CA provided fax number. Spouse advised will send fax tomorrow. CA thanked. CA to wait for faxes from Dealer 422C09 and Spouse.
MILZA	07/12/2007 02:06:28 PM	E-Mail From Todd Butler		422C09		Service Manager from Dealer 422C09 advised has faxed repair orders to CA. CA sent reply thanking.
MILZA	07/12/2007 02:08:08 PM	E-Mail From Michael Harris				RC advised CA can process reimbursement. CA sent reply acknowledging.
NEWSOMM	07/13/2007 10:28:09 AM			422C09		Mail in Doc Center.
NEWSOMM	07/13/2007 03:16:05 PM	FAX From [REDACTED]				Mail in Doc Center.
MILZA	07/16/2007 11:14:48 AM	FAX From Todd Butler		422C09		Service Manager from Dealer 422C09 faxed repair orders for vehicle: Repair Order# 112302 opened 05/07/07 closed 05/14/07, 99 miles, Customer states engine is running rough and jerks back and forth on acceleration, vehicle test driven 50 miles as per Audi, symptom cleared up; Repair Order# 112575 opened 05/16/07 closed 05/18/07, 549 miles, Customer states passenger side door handle will not open from the outside, Dealer 422C09 opened technical assistance access code 197103. Dealer technician asked to take photos and send to Technical Assistance, dealer advised to replace door latch after checking cables; Repair Order# 113935 opened 06/22/07 closed 07/03/07, 2124 miles, Customer states vehicle stalls when coming to a stop and when accelerating jerks really bad, happens daily, Dealer 422C09 found transmission internal failure. Dealer 422C09 contacted Technical Assistance and was advised to wait for product engineer to inspect vehicle. Product engineer found transmission faulty and advised to replace transmission. Dealer 422C09 performed extended test drive to verify repair (mileage 2124 - 2134).

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

09/23/2009

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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>
MILZA	07/16/2007 11:24:23 AM	FAX From	[REDACTED]			Spouse faxed copy of AFS vehicle payment coupon showing base monthly payment of 807.01, sales/use taxes 65.37, total monthly payment 872.38.
MILZA	07/16/2007 11:28:08 AM					AoA to reimburse Customer one monthly vehicle payment related to recent transmission replacement as a goodwill gesture to promote Customer satisfaction, per AASM. Total amount, 872.38.
MILZA	07/16/2007 01:40:24 PM					CA completed settlement screen for lease payment. CA to wait for confirmation of EFT.
MILZA	07/16/2007 01:43:05 PM	Voice Mail To	[REDACTED]			CA LVMM advising calling to advise process to provide lease payment has been initiated. CA advised payment will be made via electronic funds transfer directly to AFS account. CA advised Spouse to continue making vehicle payments as usual. CA advised credit should appear on August or September AFS statement. CA advised if Spouse would like CA to contact Spouse when CA receives confirmation of EFT, CA can do so. CA to wait for confirmation of EFT.
MILZA	07/24/2007 04:29:30 PM					CA formatted check request and forwarded for signing.
CR_BATCH	07/28/2007 04:01:10 AM	Note To MILZA				Amount for \$ 872.38 was Posted on 07/27/2007. AP reference number: 47003933
MILZA	07/30/2007 09:24:27 AM					No further action.

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 Audi TT 3.2 Roadster quattro						
[REDACTED]	070369757	Audi Loyalty	TRURD38J581 [REDACTED]	4,752		Unknown 423D36 Pr. Part: 3511-Mechatronic Pr. Rsn: 33D Critical Alert
KEEPASA	12/20/2007 11:46:18 AM	Note To Critical Part Dealer did not indicate number of days down in Critical Alert, but RO Opened 12/10/07. Part #: 02E325025ADZBE Description: MECHATRONIX Sales DOC: 1004232378. Assigning for handling.				
KEEPASA	12/20/2007 11:49:24 AM	Assigned To Loyalty				
EDWARDF	12/21/2007 05:01:45 PM	Call To Bryan		423D36		
	CA calling to inquire if part has arrived at the dealer for customer vehicle. Part rep confirmed that part arrived two days ago. CA requested to be transfered to service.					
EDWARDF	12/21/2007 05:06:16 PM	Call To Patrick		423D36		
	CA inquiring if customer has an apointment. CA was advised that customer does not have an appointment. CA informed SA that the part for customer vehicle did arrive at the dealer. CA stated she can call and inform customer. SA stated that is his job and he would like to contact customer and inform. Ca stated she will follow up with customer after the vehicle has been repaired and returned to hte customer. CA thanked.					
EDWARDF	01/07/2008 02:44:49 PM	Voice Mail To [REDACTED]				
	Lymm at customer home number. CA following up to ensure that all customer vehicle concerns have been addressed at this time. CA left name and number for return call. CA closing call pending return call					

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

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi TT Coupe [REDACTED]	080115695	Customer Relations	TRUAF38J881 [REDACTED]	800		Unknown 422A02 Pr. Rsn: 69C Dealer Referred Customer to CARE
WILKERN	02/25/2008 11:14:08 AM	Call From [REDACTED]				Unknown 422A02 Part: 3735-Automatic transmission Rsn: 36A Rental/Loaner
<p>Customer states she is having concerns with the vehicle and the dealer 422A02 VSM, Sam, referred her to call AOA to establish a case. Customer the transmission is going out of gear while driving on the highway or road. Customer states all the lights are flashing when this occurs. Customer states she has to pull over but the vehicle will not move, will not allow her to use the brakes or gas pedal. Customer states its like the vehicle is stuck in neutral. Customer states the windshield make a whistle noise when driving over 60 mph as if air is coming through. Customer states she has experienced this ever since she purchased the vehicle. Customer states the last occurrence with the transmission was on Friday 3 days ago. Customer states she called Juan, the sales person and he never returned her calls. Customer states Juan LVMM for her to give a great rating when giving the survey. Customer seeking a refund for her vehicle and Audi to provide her with a new TT. Customer seeking to be reimbursed for the \$440 lease payment for the last month and a half. Customer states she does not want to take the vehicle in for service on her brand new vehicle. Customer states she spent a lot of money on the vehicle and should not experience this. Customer states she does not want an A4 loaner vehicle while making lease payments. CA advised will escalate concern due to this being a new vehicle and the customer will be contacted within 1 business day. CA advised the customer may have to take the vehicle in for service and once it is repaired AOA will evaluate the customer request. CA advised customer not to drive the vehicle and to have Roadside tow it to the dealer. Customer states she needs a loaner. CA advised will call the Service Manager regarding a loaner and follow up no later than 02/27/08 with updates. Customer states she has to get to work. Customer states the VSM, Sam promised she would be given a loaner. CA advised the loaner is a complimentary service</p>						Unknown Rsn: 74A Customer leaving brand
WILKERN	02/25/2008 11:23:23 AM	Call From [REDACTED]				Unknown Part: 3735-Automatic transmission Rsn: T05 Auto/Hybrid - Shifts up/down too often
<p>Customer states the following: Original owner; Current mileage is 800; Customer leased vehicle from 422a02; this is the first Audi vehicle owned.; Customer has a service contract; the transmission slipping out of gear while on the rd/ hwy driving. all the warning lights flash at once, windshield makes a whistle noise; Last maintenance was none; This is not a repeat repair; Maintained at dealer(s):422a02; the vehicle is at the customer residence; Vehicle location-customer residence; Vehicle has been down 3 days; Total days down unknown; Working with Sam- VSM; Vehicle concern/symptoms are cant drive the vehicle to take off the road.; Customer is seeking/expecting provide with a new vehicle with working transmission; Dealer is aware that customer is seeking assistances;</p>						Unknown Part: 6414-Tinted windshield Rsn: X03 Wind noise driver side front of vehicle
						Unknown 422A02 Rsn: 06Q Praise - Treatment by Personnel

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WILKERN	02/25/2008 11:52:17 AM	Continued Comment From [REDACTED]				
		Continued Comment: provided by the dealer at their discretion and is not under the terms of the warranty. CA advised this is unfortunate for the customer to experience this. CA advised the vehicle may need to be diagnosed first. Customer states the VSM, told the customer to call AOA and we would advise her on when to take the vehicle in for service. CA advised Roadside can tow the vehicle back to the dealer service department. Customer states she has to go to work and will drive the vehicle. Customer states if she is in an accident then it will be Audi fault. Customer seeking to know what Audi will do about this. CA advised AOA will try to turn customer experience around and apologize for not having an immediate response for customer request. Customer states she would have never expected to experience this with Audi and will never buy another Audi vehicle again. Customer states she wants her money back and will go with BMW. Customer states she pays \$440 a month on a vehicle that is not working. Customer seeking a refund for the month and a half lease payment. CA advised the customer will be contacted regarding the matter within 1 business day. CA to call dealer.				
WILKERN	02/25/2008 11:54:56 AM	Voice Mail For Todd		422A02		
		CA advsied the SM of customer concerns with the transmission and windhsield. CA advsied the vehicle will need to be brought in for service and the cusotmer is seeking alternate transportation. CA to wait for dealer call. CA to have face to face with TA.				
WILKERN	02/25/2008 12:10:53 PM	E-Mail To Eric Frentze				
		Please review for possible escalation.				
WILKERN	02/25/2008 12:25:45 PM	Call From Todd		422A02		
		Service Manager states he will give the customer a loaner for the vehicle and to have Roadside just tow the vehicle in. CA to call customer.				
WILKERN	02/25/2008 12:26:36 PM	Voice Mail For [REDACTED]				
		CA LMTRMC. If customer calls please advise her to have Roadside tow the vehicle in for service and the Service Manager, Todd, will provide the customer with a loaner vehicle. CA to wait for customer call.				
FRENTZE	02/25/2008 12:37:14 PM	Note From Eric				
		TA advises the CA to allow RC to evaluate customers concerns with this new vehicle.				

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VAZQUEM	02/25/2008 03:09:46 PM	Transfer From Evelyn				
		Audi Inside line transfered Customer to CR. Audi Inside line advised Customer had reference number and transfered Customer to CR. CA to speak with Customer.				
VAZQUEM	02/25/2008 03:14:13 PM	Call From [REDACTED]				
		Customer states seeking updates and returning a call back that was placed to her. CA advised that the original associate had called to let her know that she would need to call Roadside and have the vehicle towed to Dealer 422A02 and that the per the Service Manager he would provide to her a loaner vehicle to use. Customer re-iterated her concerns with the Vehicle and that she has been dealing with this for the past 40 days with no follow up from Dealer 422A02. Customer states she is likely going to be provided with an A4 while paying for a TT that she will not be driving. Customer states does not want a refurbished transmission if the vehicle is repaired. CA advised as noted in her warranty manual that remanufactured parts can be used to make warranty repairs to the Vehicle. Customer about how she would obtain the loaner vehicle. CA advised she can go with the tow truck driver and when she speaks with Roadside that she will want to let them know that she would like to go with them to the Dealer. CA advised can transfer her to Roadside if she would like as well. Customer states she will call Roadside and make arrangements but can drive the vehicle as she has been. CA advised it is not something that we would recommend and neither did the Service Manager. CA advised of Roadside phone number. Customer asked how long this will take to provide a position. CA advised cannot say as our first and foremost goal is to make any necessary repairs to the vehicle per the terms of the manufacture warranty. CA advised we need to further evaluate the vehicle and obtain a current formal diagnoses and obtain other repair information as well. CA advised we would further follow up with her again on 2-27-2008. Customer asked how long it would take for Roadside to come out. CA advised it can very depending on the service availability and traffic as well. Customer states she is a writer and will publish this information in the newspapers in the area. Customer states				
VAZQUEM	02/25/2008 03:29:47 PM	Continued Comment From [REDACTED]				
		Continued Comment: keeps paying for a Vehicle that keeps breaking down on her while she is driving it and on the highway. Customer asked who she speaks with regarding paying for the vehicle and not driving it for reimbursement. CA advised she has reached the CR department and it's something that we are in a position to further evaluate. Customer asked for CA's phone number. CA provided CA's extension. Customer states original CA did not provide to her and knew that she had one. CA to forward to RC. CA to call AASM as well.				
VAZQUEM	02/25/2008 03:37:28 PM	Assigned To Unknown				
		Please advise if we are able to meet Customers concerns. Customers vehicle is 6/6 and is seeking to no longer own this vehicle and be provided with a different Vehicle. Customers Vehicle will be towed to Dealer 422A02. CA to e-mail original CA and to call AASM.				

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VAZQUEM	02/25/2008 03:40:46 PM	E-Mail To NaQuisha				
	CA e-mailed original CA with updates. CA to call AASM.					
HARRISM	02/25/2008 04:06:29 PM	Call From Maria				
	RC advised that the vehicle will need to go to Dealer 422A02 for diagnosis to further evaluate the vehicle concerns. RC advised to please work with the Customer and Dealer at this time to be able to address the concerns accordingly. RC advised that if the Customer is still not satisfied after repairs are performed, please forward to RC for further evaluation.					
HARRISM	02/25/2008 04:30:08 PM	Assigned To WILKERN				
	RC to reassign.					
VAZQUEM	02/25/2008 06:25:37 PM	Voice Mail To Todd Marrot		422A02		
	CA called Dealer 422A02 Service Manager back, LVMM. CA waiting to hear back from Service Manager.					
WILKERN	02/25/2008 06:28:14 PM	Call To [REDACTED]				
	CA advised customer her case can not be escalated until she takes the vehicle in to the dealer for service. CA advised AOA will need to verify the concern the customer is experiencing before just providing her with a new vehicle just because she says she is having this concern. CA advised once the vehicle is repaired if the customer is still not happy then Audi will look into her request. Customer states she does not want a refurbished vehicle and would like for Audi to consider reimbursing her for the insurance payment and lease payments if the vehicle is down for 2 weeks. Customer states the Service Manager does not know how long the repairs will take. Customer states her lawyer advised she could have been killed in an auto accident by the vehicle stalling while driving on the highway. CA apologized for the customer experience with the vehicle and advised will follow up no later than 02/27/08 with updates upon speaking with the dealer. CA to call dealer.					
WILKERN	02/27/2008 12:35:53 PM	Call To Greg		422A02		
	CA advised seeking updates on the customer vehicle. Service Advisor states Bruce is the Service Advisor handling this Repair Order. CA provided name and contact number. CA to wait for dealer call.					

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VAZQUEM	02/27/2008 02:43:31 PM	Call To Greg		422A02		CA placed a further call to Dealer 422A02 Service Advisor who advised that the Service Manager was gone for the day. Service Advisor advised that original Service Advisor was assisting other Customer. Service Advisor advised that the vehicle is there now. Service Advisor advised Repair Order is 73142 opened 2-25-2008 as tow in after hours. Service Advisor advised he would see what they could find out and disconnected the call.
WILKERN	02/27/2008 05:17:14 PM	Voice Mail For [REDACTED]				CA LMTRMC. If customer calls please advised AOA is waiting to hear back from the Service Manager who is personally handling the concerns with the vehicle but is away from the dealer today. Please advised AOA will follow up with the customer no later than 02/29/08 with updates or sooner. CA to wait for customer call.
WILKERN	02/27/2008 05:19:23 PM	Voice Mail For Todd Maroot		422A02		CA LMTRMC for Service Manager to follow up with CA regarding updates on the vehicle. CA advised of customer vehicle information and CA contact number. CA to wait for dealer call.
VAZQUEM	02/29/2008 02:39:14 PM	Call To Greg		422A02		CA placed a call to Dealer 422A02 and left message with Service Advisor for original Service Advisor working with the Customer as the Service Manager was not available. CA waiting to hear back from Dealer 422A02.
VAZQUEM	02/29/2008 07:51:29 PM	Call To Bruce		422A02		CA called Dealer 422A02 and spoke with Service Advisor as the Service Manager was not available. Service Advisor advised the Service Manager is working with this and that he knows that parts were ordered for the vehicle and that some sort of fluid was ordered and would get with the Service Manager and call CA back. CA to call Customer.
VAZQUEM	02/29/2008 07:54:42 PM	Call To Ms. [REDACTED]				CA placed a call to Customer, advised that we were still further evaluating and researching her concerns. Customer states that she did not receive a call back on 2-27-2008 and has spoken with Dealer 422A02. CA apologized as from the information does indicate that she was contacted and apologized if she did not receive the message. Customer states she keeps getting \$440.00 taken out of her account and is paying for insurance for a vehicle she is not driving. Customer states even the A4 loaner vehicle is now having concerns with oil leaking. Customer re-iterated her concerns and what she was seeking. Customer states she would be contacting AoA Corporate Offices Marketing and Press department regarding her concerns. CA advised we would further follow up with her again on 3-4-2008. Customer states there was no need to further follow up with her and that she would obtain any further information from Dealer. CA to e-mail acting AASM.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
VAZQUEM	02/29/2008 08:02:14 PM	E-Mail To Michael Harris				CA e-mailed acting AASM. CA waiting to hear back from acting AASM.
VAZQUEM	03/03/2008 01:44:42 PM	E-Mail From Michael Harris				CA received an e-mail back from action AASM who advised he was able to speak with the Service Manager regarding this Customers concerns. Acting AASM advised that the repairs needed to the vehicle were due to mechtronics unit for the shift assembly, not a whole transmission. Acting AASM advised that the part is on red order and is expected any day now. Acting AASM advised that the Vehicle has been down since 2/25. Acting AASM advised that the customer is in an A4 loaner now and if she's having a problem with the loaner she should bring that to the attention of the service department. Acting AASM also advised since the Customer has advised of disenchantment with the brand to send to RC for further follow up. CA to alert RC.
VAZQUEM	03/03/2008 02:11:55 PM	Assigned To Uknown				Please further follow up with Acting AASM per Acting AASM and Dealer 422A02 regarding this Customers concerns.

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HARRISM	03/05/2008 11:41:01 AM	E-Mail From Michael Harris				
<hr/> <p>From: Harris, Michael Sent: Monday, March 03, 2008 1:06 PM To: Vazquez, Maria Cc: Roy, Dyane ; Stokoe, Chris Subject: RE: Case 80115695 [REDACTED] Dealer VIN TRUAF38J881 [REDACTED] Dealer 422A02</p> <p>I just spoke with Todd Maroot the service manager at Keyes Audi just now. He says that the customer said from day 1 that she didn't want a vehicle that has been "fixed." They ordered a mechtronics unit for the shift assembly, not a whole transmission. They've done a critical alert and it as a RED order. the part should be in any day. The vehicle has been down since 2/25. The customer is in an A4 loaner now and if she's having a problem with the loaner she should bring that to the attention of the service department. This sounds like buyers remorse to me. With this case, since the customer has advised of disenchantment with the brand, I would forward this case to Level 2 unassigned for further follow up.</p> <p>Dyane - when you are in tomorrow, call me so we can discuss this case. I've talked to Todd and they may be offering the customer compensation for her experience but we don't want to discuss this with the customer. It would be better to have them try and take care of this customer than for us to.</p> <p>Michael</p>						
HARRISM	03/05/2008 11:50:16 AM	Note To ccc				
As per AASM e-mail Dealer 422A02 will be working with the Customer. RC to call Customer as the case has been escalated to RC.						
HARRISM	03/05/2008 04:38:15 PM	Call To Jessica			422A02	
RC seeking to speak with SM. DP advised that the SM will be out of officie until 3/7. RC seekign to speak with SM assistant. DP advised that he is currently with another CUST therefore will take a message. RC advised fo RC's contact INFO to please RMC. RC to wait DLR call.						
ROYD	03/05/2008 06:00:16 PM	Assigned To ROYD				

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ROYD	03/06/2008 12:38:34 PM	Call From John Posey		422A02		
	Shop Forman returning RC call. RC thanked. RC advised that RC was made aware that the Service Manager is out of the office until 3/7 however RC was seeking information in regards to the Customer vehicle repairs and completion. DP advised that the Service Manager is in today therefore if RC wishes to call him he should be in the office today. RC thanked. RC to call Dealer Service Manager.					
ROYD	03/06/2008 12:51:39 PM	Voice Mail To Todd Maroot		422A02		
	RC LVMM to Service Manager advising that RC wanted to further discuss Customer vehicle concerns and repair status. RC advised that RC is aware of Service Manager speaking with AASM in regards to assistance for the Customer. RC seeking if Dealer has made a decision in relations to assisting the Customer. RC advised to please return my call. RC to wait Customer call.					
ROYD	03/06/2008 05:49:33 PM	Call To [REDACTED]				
	RC called Customer expressing our apology for her vehicle concerns. RC advised that RC was alerted to Customer concerns and wanted to offer assistance in turning Customer experience around. RC advised that RC is aware that the VEH is currently at the Dealer for transmission concerns. Customer states since day 7 of ownership she brought this up to her sales person attention. Customer states that the service has been terrible. Customer states that she is driving a A4 loaner which the oil light has been on and no one at the Dealer seems to care. Customer states that she called the Service Manager to advise of the oil light and they haven't done anything about it. Customer states that she does not feel that she should be responsible for the oil change. Customer states that she is already paying lease and insurance payments for a sports car and she does not have it. Customer states that she also doesn't know if her windshield will be repaired. Customer states that she doesn't want a car that was fixed since she now has lost confidence in the vehicle. RC again apologized for the Customer experience in such short amount of time in ownership. RC advised that AoA primary goal is to repair the vehicle and reassure that the vehicle is operating to manufacture specifications. RC advised Customer that if she is seeking financial assistance RC will be more than happy to further look into that. Customer states that she feels that she should at least be reimbursed for her lease payment since she first got the vehicle since she started having problems 7 days into ownership. Customer states that she also feels that she should be reimbursed for insurance cost since she is in a sedan and paying for a sports car. RC explained that it may take a few days for RC to evaluate and gather all pertinent information, however RC will still update Customer with vehicle repairs. Customer thanked. RC to DLR					
ROYD	03/07/2008 10:46:33 AM	Voice Mail To Todd Maroot		422A02		
	RC LVMM to Dealer Service Manager seeking a return call. RC advised that RC was made aware that Service Manager and AASM previously discussed Customer vehicle concerns and possible assistance. RC advised to please call RC to further discuss. RC advised of RC's direct number and office hours o please return my call. RC to wait Service Manager call.					

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ROYD	03/07/2008 01:11:28 PM	Call From Michael Harris				
	AASM advised that he spoke with Dealer Service Manager this morning advising that the repair performed did not address the vehicle concerns therefore TACS is currently involved and they advised to order a complete transmission. AASM advised that Service Manager will be calling the Customer today to offer a lease payment. RC to follow up with repair status and Customer offer.					
ROYD	03/07/2008 03:23:22 PM	Voice Mail From Todd Maroot		422A02		
	Service Manager LVMM to RC advising to call on his cell phone 818-438-3762. RC to call Service Manager.					
ROYD	03/07/2008 03:33:48 PM	Call To Todd Maroot		422A02		
	RC called Service Manager seeking updates on Customer contact. Service Manager advised that he did call Customer however she is not satisfied with only one lease payment. Service Manager advised that the transmission is on order and it should arrive within 7-10 days. Service Manager advised that the vehicle will more than likely be addressed within a few weeks of receipt of the transmission. Service Manager advised that the Customer advised Service Manager that she will be in contact with her attorney. Service Manager advised that Customer is seeking reimbursement since the in service data in addition to insurance cost. RC advised that the Customer did mention that in our conversation. RC seeking to know if the A4 loaner oil light concern is addressed. Service Manager advised that the Customer does not have time to bring the loaner back, therefore once Customer returns to her residence Dealer will facilitate a loaner vehicle trade. Service Manager advised that Dealer will delivery the loaner to Customer directly. Service Manager advised that that the UCST is not satisfied in having a A4 loaner either. RC advised Service Manager to please keep RC posted with vehicle repairs throughout next week if possible. RC to wait Dealer call.					
ROYD	03/11/2008 05:29:07 PM	Call To Todd Maroot		422A02		
	RC seeking updates with Customer vehicle repair status. Service Manager advised that he was able to trade the Customer vehicle loaner with another A4 with the majority of the Customer request, i.e. a sunroof and 6 CD changer. Service Manager advised that he was able to find a loaner with the sunroof, but unfortunately not the 6 CD changer. Service Manager advised RC that he still has a ETA for 7-10 days for the part to come in therefore he does not have any further updates even thought the part was ordered critical. RC thanked and advised to please keep RC posted with any updates.					
ROYD	03/14/2008 01:36:10 PM	Call From Michael Harris				
	AASM advised that the Dealer General Manager (Brian Gelt) spoke with Customer offering 3 month lease payments in which the Customer declined. AASM advised to close case. No further action.					

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

<u>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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HARRISM	03/17/2008 11:45:41 AM	Note To ccc				
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GM Brian Gelt at Dealer 422A02 made offer to customer of 3 vehicle payments to which the customer declined. Vehicle is still not repaired. RC to wait further updates.

ROYD	03/18/2008 10:21:02 AM	Voice Mail From Todd Maroot		422A02		
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Dealer 422A02 Service Manager LVMM to RC advising that the Customer vehicle is currently repaired and ready to be returned to Customer. RC to seek field direction.

ROYD	03/18/2008 10:26:23 AM	E-Mail To Michael Harris, Chris Stokoe				
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From: Roy, Dyane
 Sent: Tuesday, March 18, 2008 10:26 AM
 To: Harris, Michael ; Stokoe, Chris
 Subject: [REDACTED] Dealer VIN TRUAF38J881 [REDACTED] Dealer 422A02

Good morning Gentlemen,

Todd Maroot, Service manager at 422A02 left me a voice mail message advising that the customer's vehicle is repaired and ready to be returned to customer. Do we have any latest information on this one since she declined the 3 months lease payment?

How should I go forward?

Thanks
 Best regards / Mit freundlichen Grüßen / Bien à vous

Dyane Roy

AUDI OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ROYD 03/18/2008 12:12:36 PM E-Mail From Michael Harris

From: Harris, Michael
 Sent: Tuesday, March 18, 2008 11:47 AM
 To: Roy, Dyane
 Cc: Stokoe, Chris
 Subject: RE: [REDACTED] Dealer VIN TRUAF38J881 [REDACTED] Dealer 422A02

The GM is getting in contact with the customer to try and work it out. I'll keep you in the loop

Michael

ROYD 03/20/2008 05:55:51 PM E-Mail From Michael Harris

 From: Harris, Michael
 Sent: Thursday, March 20, 2008 5:14 PM
 To: Roy, Dyane
 Subject: RE: AWA 08-05 TT InstClusterWarranty Extension US FINAL.pdf - Adobe Reader

can you try and contact her and see why she isn't picking her car up?

please?

ROYD 03/20/2008 05:57:10 PM Voice Mail To [REDACTED]

RC LVMM to Customer advising that RC was made aware that Customer vehicle is ready to be returned to Customer. RC advised to please contact Dealer in regards to when it would be convenient for the Customer to pick her vehicle up. RC advised UCST to call RC of Customer has any additional questions or is seeking additional assistance. RC to e-mail AASM.

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

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

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

ROYD 03/20/2008 05:59:10 PM E-Mail To Michael Harris

From: Roy, Dyane
Sent: Thursday, March 20, 2008 6:01 Part Manager
To: Harris, Michael
Subject: RE: AWA 08-05 TT InstClusterWarranty Extension US FINAL.pdf - Adobe Reader

I just LVMM to the customer advising that her Vehicle is ready and if she had any question to contact me. How would you like for me to move forward with the case?

Thanks

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ROYD	03/24/2008 04:09:44 PM	E-Mail From Michael Harris				

From: Harris, Michael
 Sent: Monday, March 24, 2008 3:43 PM
 To: Todd Maroot
 Cc: Stokoe, Chris; Roy, Dyane
 Subject: RE: [REDACTED] (Scott) 2008 TT VIN TRUAF38J881 [REDACTED] Dealer 422A02

Todd,

Just to follow up on our conversation.

[REDACTED] has decided to keep her TT. Keyes Audi is going to be delivering it back to her today.

The customer has also requested our offer of 3 payments to be reimbursed to her AFS account.

Please fax the completed customer copy of the repair order to Dyane Roy in Audi CR. Fax number 248 754 6521.

Dyane - please print out a copy of the customers lease statement from iQuote and credit her account for 3 payments.

Thanks,

Michael Harris
 After Sales Regional Coordinator, Western Region

HARRISM	03/24/2008 07:44:28 PM	Call From Chris Stokoe				
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AASM advised the GM of Dealer 422A02 called him to state that the car was dropped off to the customer successfully. The customer wrote to the GM telling him that as soon as she got in her car to go somewhere she noticed a crack and chip in her front windshield and states that she said that she's had enough and does not want the car anymore and in addition she's done a story for the L.A. times about her experience and is supposed to be doing another. AASM advised to reach out to customer to discuss evaluation. AASM to call customer.fc

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

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HARRISM	03/24/2008 08:09:27 PM	Call To	[REDACTED]			
		AASM advised position and calling to discuss situaiton. AASM advised apology for concerns and seeking to know how we can assist the customer. Customer states has had a terrible experience and the car transmission sounds funny now and there is a hole in the window. AASM advised we would like to try and turn the customers experience around and offer the original offer of 3 payments and have customers vehicle looked at in addition to that. Customer states she does not want this car at all and states she's talked to other people that she works with who have had similar terrible transmission experiences. AASM advised apology and that we would further evaluate the customers vehicle repairs and contact customer back tomorrow.				
HARRISM	03/24/2008 08:11:54 PM	E-Mail To ASM Kurt, AASM Chris				
		AASM sent email seeking evaluation. Wait field contact				
HARRISM	03/24/2008 08:13:01 PM	Assigned To HARRISM				
CRUSEJ	03/25/2008 10:02:23 AM	Voice Mail From Anna Tate				
		Anna received forwarded VMM from Chris Bokich in PR. Customer LVMM advising she has an issue with a TT and that she is a freelance writer for the LA Times, Vogue and other various publications. (323) 806-2626.				
CRUSEJ	03/25/2008 10:04:50 AM	E-Mail To Michael Harris				
		Harris, Chris Bokich forwarded a VMM this customer left him regarding her TT. She is a freelance writer for the LA Times, Vogue, and other various publications. I see that you have been speaking with her. I just wanted you to be aware of the PR contact here at AoA. Please update Chris with your efforts.				
HARRISM	03/25/2008 10:30:02 AM	E-Mail From Kurt Seablom				
		ASM sent email advising of similar vehicles in the customers area. AASM to evaluate.				
HARRISM	03/25/2008 06:42:08 PM	Note To ccc				
		AASM was at Dealer 422A02 today and presente list of replacement vehicles. There are three similar vehicles in the dealers inventory right now. RC to call customer.				

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

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HARRISM	03/25/2008 07:41:46 PM	Call To	[REDACTED]			AASM advised we do have a list of similar replacement vehicles, we must do paperwork and then will update customer by thursday. Customer states that she wants a replacement vehicle plus 3 payments. AASM advised this is not what was agreed upon yesterday. AASM advised the agreement was to replace the customers vehicle due to history and experience and the offer for three payments that was made yesterday was in reference to the customer staying in her current vehicle. Customer states that she is not satisfied and will think about it. AASM advised our offer is to either keep customer in current vehicle and crediting the customer 3 payments for experience or putting customer in new similar vehicle without three payment offer. AASM to wait customer call.
HARRISM	03/27/2008 02:04:57 PM	Call From	[REDACTED]			Customer states will accept replacement vehicle. AASM to get paperwork to Med/Arb.
HARRISM	03/28/2008 12:01:02 PM	Note To ccc				AASM forwarded paperwork to Med/Arb on 3/27. Wait med/arb.
GAMBINDO	03/28/2008 12:31:41 PM	Note To .				Please close your case. Med Arb is now handling.

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2008 Audi TT Coupe [REDACTED]	080152598	Mediation/Arbitration	TRUAF38J88 [REDACTED]	800		Unknown 422A02 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
GAMBINDO	03/28/2008 12:32:07 PM	Attached Mail From	MICHAEL HARI			Unknown Rsn: H22 Technical Issue (Med/Arb only)
	Received replacement request from field. Advised vehicle was brought in to dealer with all gear lights flashing. Dealer ran GFF and replaced mechatronics unit. After unit was replaced vehicle would only shift into 1st and 2nd gear. Tech line advised to replace the CVT transmission. Advised vehicle is repaired and was down 21 days. Advised there are currently 3 vehicles at 422A02 that are the same vehicle the customer has.					
GAMBINDO	03/28/2008 12:49:45 PM	E-Mail To	Chris Stokoe			Unknown 422A02 Part: SCA2-SPECIAL CODE- CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(M Only)
	Chris, Attached is the replacement offer I am sending to [REDACTED] today.					
GAMBINDO	03/28/2008 12:49:56 PM	Mail To	[REDACTED]			
	Sent replacement offer EON.					
GAMBINDO	03/28/2008 05:16:09 PM	Attached Mail From	[REDACTED]			
	Received copy of letter from customer dated 3/13/08 via IOM. Customer was expressing concerns with vehicle and seeking to have vehicle replaced.					
GAMBINDO	03/28/2008 05:17:50 PM	Voice Mail To	[REDACTED]			
	LVMM advising I received her letter. Advised replacement offer was sent today EON in accordance with offer from AASM. Advised if she would like me to fax or email letter to please contact me.					
GAMBINDO	03/28/2008 05:40:52 PM	Call From	[REDACTED]			
	Customer advised she spoke with Michael and is talking with legal counsel regarding repurchase. Advised I was not sure why she was speaking with counsel as we have agreed to replace vehicle. Customer advised because she was in an A4 loaner and now is renting a vehicle as she does not trust vehicle. Customer also expressed concerns with insurance. Advised customer I would reimburse her 2 vehicle payments if she accepts replacement. Advised I would reimburse at closing. Customer advised to email her the offer.					

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